

SOUTHWESTERN PA AREA AGENCY ON AGING, INC.

JOB VACANCY NOTICE

POSITION: Information/Assistance Specialist
Information & Assistance
Charleroi, PA

PAY GRADE: 10

WAGE: \$24,816 (as a minimum)

ESSENTIAL FUNCTIONS:

- Implements, maintains, and updates the agency's information and referral system.
- Serves as the agency's primary telephone contact for all consumer inquiries and liaison for service referrals.
- Performs a variety of office tasks and functions required by the agency for successful operations and expeditious delivery of quality services.
- Completes registration in SAMS for all new consumers requesting assistance from the AAA.
- Assists consumers with necessary correspondence and contacts to ensure protection of their rights and benefits.
- Prepares and submits all required reports, program forms, documentation and correspondence in an accurate and timely manner.
- Receives referrals from various sources, i.e., nursing facilities, personal care homes, physician's offices, hospitals, etc. for consumers who are in need of AAA services and programs other than those provided by the AAA.
- Adheres to all policies, laws, regulations and codes of ethics and confidentiality as outlined by federal and state laws, and agency policies and procedures.

- QUALIFICATIONS:**
- Associate's Degree in Human Services or related field from an accredited college.
 - Demonstrated ability to obtain vital information during an interview to make proper service recommendations.
 - Demonstrated knowledge of existing health programs and available social services, area-wide.
 - Must have basic computer literacy and keyboarding skills.
 - Must not be excluded in participation in Medicare, Medicaid or any other federal health care program.
 - Ability to observe and recognize verbal and non-verbal signs of physical or mental disorders.
 - Ability to work independently following established policies and procedures, including emergency situations.
 - Ability to read, write and verbally communicate with effectiveness.

QUALIFIED INDIVIDUALS MUST SUBMIT A LETTER OF INTEREST TO THE SOUTHWESTERN PENNSYLVANIA HUMAN SERVICES, INC., OFFICE OF HUMAN RESOURCES, 300 CHAMBER PLAZA, CHARLEROI, PA 15022-1607, ATTENTION: POSTING#1803- NO LATER THAN JANUARY 21, 2018.

EQUAL OPPORTUNITY EMPLOYER