

ADRC CLASS SPECIFICATION

October 2018

JOB TITLE: COMMUNITY RESOURCE ASSISTANT

DEPARTMENT: ADRC OF BROWN COUNTY

REPORTS TO: I&A COORDINATOR

JOB SUMMARY:

Develop, maintain, use and disseminate comprehensive, reliable and accurate resources that contain detailed information about the full range of programs and services available for older people and people with disabilities in the communities served by the ADRC. Works collaboratively with internal and external partners in order to advocate for customer needs, to reduce duplication of effort and to assure service information is complete, up to date and accessible to people with impairments or disabilities that limit access to standard web formats.

MAJOR RESPONSIBILITIES:

Responsible for the timely edits and updates to agency/program information in Vision Link, SAMS-IR or equivalent database consistent with contract standards for database content and structure.

Accountable for the integrity of program and agency information published on the 211 Community Resource Database and ADRC website that provides services to older adults and adults with disabilities, their caregivers and the general public.

Meets with community agencies to educate them on their role and responsibilities in the community resource database and how they can independently update their program information in the most efficient process.

Responds to inquiries by community resource program/agencies regarding appropriateness of inclusion.

Provides training and support to staff accessing information on community resources and handouts i.e. keyword search, tools for searching, assistance in files and location of information.

Works collaboratively as a member of the regional Inclusion/Exclusion Committee with United Way 211, Family Services Crisis Center, Help of Door County, Kewanee ADRC/Aging Services and Brown County Network of Care/Trilogy.

Chairs the ADRC Resource Committee that reviews and recommends resources and services to be added to the database and updates printed resources for handouts to customers, makes any changes to the printed materials to reflect any additions/corrections/deletions that were suggested by the committee.

Follows up with providers to obtain additional information or clarification regarding programs and services offered.

Updates and maintains an adequate supply of brochures from community resource agencies and assures proper placement inside the ADRC for staff and public use.

Reviews and writes a summary of agency services to be included in the resource database and printed materials.

MAJOR RESPONSIBILITIES, cont.:

Identify and/or develop customer fact sheets, resource packets, library materials, website and newsletter articles for the purposes of educating customers and caregivers about relevant topics, programs and resources.

Creates and produces reports as requested by staff within the capacity of Vision Link and SAMS-IR or an equivalent resource database.

Maintains current ADRC community resources in the resource room and throughout the ADRC. Takes and maintains inventory of DVD/CD's/Videos and books for customer and staff use.

Responsible for responding to staff requests to order additional and educational materials, and researches, reviews, and orders materials within the budget.

Completes and maintains required agency documentation for 100% Time Reporting purposes.

Participates on special task forces and community committees to assure coordination of services in the community as requested.

Provides training and support to staff who perform outreach activities in the form of booths and/or public speaking engagements for educational purposes on aging and disability services in the community.

Represents ADRC of Brown County to the community at large through professional interaction, public speaking, media presentations, and participation in community advisory groups as requested.

Provides an adequate supply of resource materials and advises staff on information that would be pertinent for the targeted outreach activities and population they may be serving.

Participates in the planning and goal setting efforts of ADRC.

Participates in the work setting as a team player and attends internal and external meetings as required, to provide resource updates to staff.

Attend and participate in staff development programs, including in-service training, staff meetings, and professional seminars, including certification requirements in Certified Resource Specialist (CRS) through Alliance of Information and Referral Systems (AIRS).

Has a "Duty to Report" during a community emergency/disaster according to the ADRC Emergency Preparedness Plan.

MATERIALS AND EQUIPMENT USED:

Computer Telephone Fax Multi-Function Machine

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

- Two years post-secondary education in a business, information technology or human services related field and/or
- Two years' experience working with information and referral, human services or social services area, or any equivalent combination of training and experience, which provides the required knowledge, skills, and abilities.
- Minimum Requirement: High School Diploma or HSED plus three years of experience in an office environment or other setting which provides the required knowledge, skills, and abilities.

Licenses and Certifications:

Valid State of Wisconsin driver's license and a satisfactory motor vehicle record.

Must become certified as a Certified Resource Specialist (CRS) through the Alliance of Information and Referral Systems (AIRS) within one year of hire.

KNOWLEDGE, SKILLS, ABILITIES

Ability to maintain high ethical standards and confidentiality in accordance with ADRC, AIRS, Federal and State standards and policies.

Knowledge of standards and principles of Information and Assistance including willingness to become certified as an Certified Resource Specialist through AIRS.

Knowledge of community resources and referral procedures.

Knowledge of planning, organizing and problem solving strategies.

Knowledge of public service agencies, laws and regulations governing or affecting aging and community services.

Ability to deal tactfully with difficult situations.

Ability to proficiently use a computer and related office equipment; demonstrating familiarity with required software and data base programs.

Ability to establish priorities.

Ability to participate in a work setting as a team player.

Knowledge of information and referral practices and procedures.

Highly developed organizational skills.

Experience in I&R resources and database management.

Ability to pay close attention to detail and coordinate various activities simultaneously (multi-task.)

Ability to communicate with callers, co-workers, and management staff in a courteous and professional manner

Ability to communicate effectively verbally and in writing.

Must be flexible in a constantly changing environment.

High initiative and ability to work with minimal supervision.

PHYSICAL DEMANDS:

Lifting 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds.
Extended periods of sitting; intermittent standing, walking and driving.
Using hand(s) for single grasping, fine manipulation, pushing and pulling, and operating controls.
Occasional bending, twisting, squatting, climbing, reaching and grappling.
Communicating orally in a clear manner.
Distinguishing sounds at various frequencies and volumes.
Distinguishing people, objects or injuries at varied distances under a variety of light conditions.

This class specification should not be interpreted as all inclusive. It is intended to identify the major responsibilities and requirements of this job. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification.

Aging & Disability Resource Center of Brown County
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