



HILL COUNTY
JOB POSTING/ DESCRIPTION
March 15, 2023

Job Title: Information & Referral Specialist Trainee

Department: Council on Aging

Type: (1) Full-time

Accountable To: Director HCCA/ I & A Specialist

Wage: \$15.43 hourly

Job Overview: This professional position shall provide individuals with information, assistance and referrals pertaining to aging-related programs, services and activities. They must be able to communicate effectively and relate information to the Data Input Clerk effectively. The individual must have the ability to complete extensive computer work on various state and federal sites along with the ability to interpret the information effectively to the beneficiaries. They must have the ability to communicate effectively and report all activities to various government entities they will be meeting with monthly. This includes DPHHS and SMP. They must complete over 24 hours of training over the year through required entities. The individual must be an effective ambassador for Hill County and the Council on Aging. Applicant will train extensively with current Information and Referral Specialist up to 6 months.

Essential Functions (Major Duties or Responsibilities): Performs assigned duties and communicates effectively with Area X Director; Demonstrates the ability to accomplish tasks efficiently; Maintains confidentiality of sensitive information; Prepares and submits accurate and timely reports required in Capstone system; Deals tactfully and courteously with the public; Observes work hours; Demonstrates punctuality and attendance; Establishes and maintains effective working relationships with fellow employees, supervisors, and the public; Must enjoy working with senior citizens and perform tasks requested by director.

Knowledge, Skills and Abilities:

Knowledge: Position requires knowledge of Case Management methods, procedures and practices; Application of diagnostic and crisis intervention; Communicating with families and helping resolve problems and needs of long-term care recipients; Community resources and the services they provide; The ability to meet state criteria to perform all SHIP related work effectively; Attain knowledge pertaining to the various programs to be used in helping beneficiaries attain the needed help along with their requirements.

Skills: This position requires skills in bookkeeping, computer usage, and other office machines, assessing recipient needs, and monitoring service delivery. This position requires skills in dealing with the elderly and handicapped and taking accurate information while correctly documenting in the various necessary programs.

Abilities: Advocate for the Senior Citizen's at all times when working with families; lift and carry at least ten pounds; sit at a desk for more than an hour; communicate effectively orally and in writing; have a pleasant and clearly understandable telephone voice; maintain confidentiality; follow verbal and written instructions; perform various duties as assigned; pay attention to detail, accuracy, timeliness; establish effective working relationships with fellow employees, supervisors, and the public; adhere to county policy and Hill County Council on Aging structure.

Minimum Qualifications (Education and Experience): The above knowledge, skills and abilities are typically acquired through a combination of education and experience equivalent to:

- A bachelor's degree in social work or a related behavioral science or equivalent experience in a health care setting. (Preferred, not required)
- An individual may be considered for this position if they have experience in case management, personal assistance program or a combination of related areas

- Associate of Arts Degree from an accredited college or university in a human service field and a minimum of two years' experience as Intake Specialist, or related experience within a similar type of work environment. (Preferred, not required)
- Basic skill level and knowledge of MS Word and Excel along with the ability to work with the various browsing engines on the internet.
- A High School Diploma/equivalent
- Experience in social services with the elderly preferred.
- Must possess a valid State of Montana driver's license and have the ability to travel within the county to provide service at our senior center sites.

The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. Other duties may be needed or assigned.

Signatures

My signature below indicates the statements in the job description are accurate and complete. It also constitutes notification of the job vacancy to the Hill County Commissioners to allow posting of this position.

<i>William J. Lanier</i>	Director of HCCA	03/15/2023
Immediate Supervisor	Title	Date

Commissioner's Review:

<i>Mark Peterson</i>	Commissioner	3-16-23
Mark Peterson	Title	Date

<i>Jacob Strissel</i>	Commissioner	3-16-23
Jacob Strissel	Title	Date

<i>Sheri Williams</i>	Commissioner	3-16-2023
Sheri Williams	Title	Date

Human Resources Review

Step: 1 **Grade: 10** **Rate of Pay: \$15.43 per hour** *(initials)*

My signature below indicates that Human Resources has reviewed this job description for completeness and has made the following determinations:

FLSA Exempt

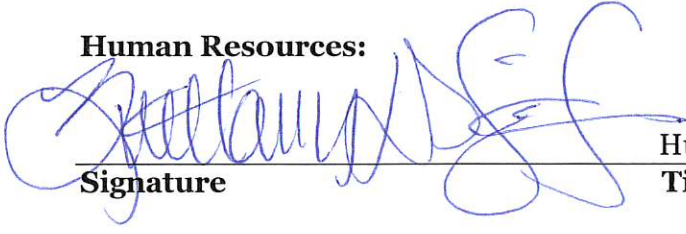
FLSA Non-Exempt

Appointed

Elected

Union Bargaining Unit:

Human Resources:



Signature

Human Resources
Title

3.16.2023

Date

HILL COUNTY
POSITION DESCRIPTION

March 15, 2023

POSITION: Information and Referral Specialist Trainee

DEPARTMENT: Hill County Council on Aging / Area X Agency on Aging

ACCOUNTABLE TO: Council on Aging Director and I & A Specialist

SUMMARY OF WORK:

This professional position shall provide individuals with information, assistance and referrals pertaining to aging-related programs, services and activities. They must be able to communicate effectively and relate information to the Data Input Clerk effectively. The individual must have the ability to complete extensive computer work on various state and federal sites along with the ability to interpret the information effectively to the beneficiaries. They must have the ability to communicate effectively and report all activities to various government entities they will be meeting with monthly. This includes DPHHS and SMP. They must complete over 24 hours of training over the year through required entities. The individual must be an effective ambassador for Hill County and the Council on Aging.

Applicant will train extensively with current Information and Referral Specialist up to 6 months.

JOB REQUIREMENTS:

Knowledge

1. Position requires knowledge of Case Management methods, procedures and practices.
2. Application of diagnostic and crisis intervention.
3. Communicating with families and helping resolve problems and needs of long-term care recipients.
4. Community resources and the services they provide.
5. The ability to meet state criteria to perform all SHIP related work effectively.
6. Attain knowledge pertaining to the various programs to be used in helping beneficiaries attain the needed help along with their requirements.

Big Sky Rx	SS Extra Help
Medicare Savings	Medicaid
Medicaid Waiver Program	Long Term Care

Skills:

This position requires skills in bookkeeping, computer usage, and other office machines, assessing recipient needs, and monitoring service delivery. This position requires skills in dealing with the elderly and handicapped and taking accurate information while correctly documenting in the various necessary programs.

Abilities to:

- Advocate for the Senior Citizen at all times when working with families
 - lift and carry at least ten pounds
 - sit at a desk for more than an hour
 - communicate effectively orally and in writing
-

- have a pleasant and clearly understandable telephone voice
- maintain confidentiality
- follow verbal and written instructions
- perform various duties as assigned
- pay attention to detail, accuracy, timeliness
- establish effective working relationships with fellow employees, supervisors, and the public
- adhere to county policy and Hill County Council on Aging structure.

EDUCATION AND EXPERIENCE:

The applicant must demonstrate knowledge, skills, and abilities which are typically acquired through a combination of education and experience equivalent to:

-- Preferred A bachelor's degree in social work or a related behavioral science or equivalent experience in a health care setting.

--An individual may be considered for this position if they have experience in case management, personal assistance program or a combination of related areas

--Preferred Associate of Arts Degree from an accredited college or university in a human service field and a minimum of two years' experience as Intake Specialist, or related experience within a similar type of work environment.

--Basic skill level and knowledge of MS Word and Excel along with the ability to work with the various browsing engines on the internet.

-A High School Diploma

--Experience in social services with the elderly preferred.

--Must possess a valid State of Montana driver's license and have the ability to travel within the county to provide service at our senior center sites.

JOB PERFORMANCE STANDARDS:

Evaluation of this position will be based primarily upon performance of the preceding requirements and duties. Examples of job performance criteria include, but are not limited to, the following:

- Performs assigned duties and communicates effectively with Area X Director.
- Demonstrates the ability to accomplish tasks efficiently.
- Maintains confidentiality of sensitive information.
- Prepares and submits accurate and timely reports required in Capstone system.
- Deals tactfully and courteously with the public.
- Observes work hours.
- Demonstrates punctuality and attendance.
- Establishes and maintains effective working relationships with fellow employees, supervisors, and the public.
- Must enjoy working with senior citizens and perform tasks requested by director.