



ALTCEW JOB POSTING | 10/27/20

**Position Title: Information Specialist**

**Department: Community Living Connections**

### **Position Overview**

The person in this position will directly support program activities related to Community Living Connections. The position reports to the CLC Director.

### **Essential Functions and Responsibilities**

1. Responsible for providing information, referral, and assistance to individuals contacting Community Living Connections. Provides follow up activities with individuals to ensure successful outcomes.
2. Remains current on knowledge of community resources for the elderly, disabled adults, and caregivers.
3. Screens applicants for appropriate type of service and eligibility information and makes referrals as necessary.
4. Utilizes computerized database, in real time, to provide information, assistance, and referral services and to document information and referrals given.
5. Provides back up phone assistance to Benefit Enrollment Specialists with on-line enrollments into Classic Medicaid benefits.
6. Inputs a variety of data elements into designated software for tracking purposes and prepares reports as requested.
7. Participates in routine trainings to update knowledge and skills related to the position.
8. Prescreen individuals contacting ALTCEW for Medicare Savings Program and Medicaid Long Terms Services assistance as needed for referrals to Benefits Enrollment Specialists and Options Counselors.
9. Assists with other agency quality assurance activities as assigned and records periodic satisfaction surveys online.
10. Other duties may be assigned.

### **Environmental Factors**

Ability to work on computers and the telephone throughout the day, Keyboarding up to 5 hours per day. Have speech, visual, and hearing skills sufficient to interact with staff and the public. Must have finger dexterity to keyboard data. Occasional periods of writing. Infrequent bending,

stretching and lifting. On an occasional basis, drives to locations in the Spokane area to provide outreach services, or attend outreach events using personal vehicle.

### **Skills, Knowledge, and Abilities**

- Skilled at listening to people, gathering information regarding their needs, and matching up needs with services available in the community.
- Must have excellent attention to detail and follow through and be able to follow process.
- Able to handle occasional high volume, fast paced work environment
- Ability to work effectively as a team member with a wide range of diverse staff and community members and to establish and maintain effective working relationships.
- Knowledge of Microsoft applications including Word, Excel, and Outlook. Knowledge of data base systems and entering of data.
- Ability to not only work independently, but as a member of a team.
- Ability to advocate on behalf of an individual, handle crisis intervention, and discern when follow up is necessary.
- Must have knowledge of Medicare basics to initiate SHIBA referrals.

### **Minimum Qualifications**

An AA degree with a minimum of one year of general office experience or a high school diploma or equivalent with a minimum of two years of general office experience required. Must be able to perform word processing and data entry tasks at a minimum of 45 words per minute. This position also requires a criminal background check that qualifies the individual to work with vulnerable adults (WAC 388-133). Must have and maintain a valid driver's license.

**Beginning Salary:** \$32,845

**Application Deadline:** Wednesday, November 11 @ 5:00 p.m.

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