

**NEW RIVER VALLEY AGENCY ON AGING
JOB DESCRIPTION**

POSITION TITLE: PART-TIME SERVICES ASSISTANT
SUPERVISED BY: AGING AND DISABILITY SERVICES SUPERVISOR

JOB SUMMARY: A direct service position with primary emphasis on assisting services staff with obtaining and documenting client information related to service needs. The position also involves providing back-up coverage as needed for coordination of individual Friendship Café's located in the service area.

JOB REQUIREMENT:

This position requires confidentiality in the handling of all client files and information as outlined in the Agency's Privacy Protection Policies & Procedures. The person in this position is a mandated reporter of suspected abuse or neglect.

The person in this position will need to have a valid driver's license and be able to lift up to 50 pounds.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED FOR POSITION:

- Knowledge of the financial, social, physiological, nutritional and psychological impacts of the aging process.
- Knowledge of community resources, public benefits criteria, and consumer rights.
- Ability to learn the services and programs offered by the Agency on Aging.
- Ability to communicate effectively with persons of different socioeconomic backgrounds.
- Ability to conduct effective client interviews and assessments by home visits and telephone calls.
- Ability to work independently as well as with groups.
- Ability to compose correspondence and reports.
- Ability to maintain accurate program and client files and records.
- Ability to understand and follow oral and written instructions.
- Ability to establish and maintain an effective working relationship with associates, human service agencies, the healthcare community and the public.
- Ability to learn the geography of the 4th Planning District, to read maps and to drive.

- Skills needed for effective problem solving.
- Ability to perform basic computer functions and effectively utilize the data base to capture client information.

EDUCATION AND/OR EXPERIENCE LEVEL:

- A two-year or a four-year degree in human services is preferred.
- A minimum of one year experience in aging services preferred.
- Any equivalent combination of acceptable education and experience.

DUTIES:

- Client follow-up regarding changes in service.
- Assesses the needs of potential clients for health and social services.
- Utilize the Agency's computer based program to effectively and promptly record client information related to assessments, documentation of communications, etc.
- Take referrals utilizing the Agency's computer based program for older persons in need by responding to telephone calls, walk-in or e-mail inquiries from family and friends, social service and community agencies, hospitals, physicians, and facilities.
- Refer clients to other needed social and medical services as appropriate.
- Participate in weekly staff conferences.
- Ongoing professional development (trainings, seminars, in-services).
- Other duties as assigned.