



## Job Description

**LifeTime Resources Mission Statement:**

*Working together to provide services that help people maintain their independence*

**LifeTime Resources Core Values:**

**Compassion**

**Cooperation**

**Commitment**

**Job Title:**

Information Specialist (#1)

**Supervisor:**

ADRC Supervisor

**Division:**

Home & Community Care

**FLSA Status:**

Non-Exempt

**Position Overview:**

Identifies needs of individuals via phone and assists callers by providing information and referrals to various options and in accessing benefits. Assists Home and Community Care field staff with processing of individual cases and HCC administrative staff with program specific duties; ensures consistent provision of quality services in keeping with, agency philosophy and approved policies and program requirements. Provides support to Division through database management and reporting issues. Intakes and categorizes resources.

**Essential Functions:**

- Ensures safe and confidential handling of individuals' information; provides excellent customer service
- Completes assessment to determine individuals' needs. Explains and provides assistance in accessing non-agency options including entitlements; coordinates with informal and formal supports as needed.
- Generates, tracks and routes referrals to appropriate internal staff and external resources; ensures timely flow of processing.
- Carries out tasks with a sense of urgency, effectively prioritizes to ensure timely and effective customer service and flow of work; ensures effective problem resolution, seeks appropriate guidance, and completes adequate follow up with providers, individuals and informal supports.
- Documents all individual data, actions taken and time spent on behalf of individuals in appropriate database. Keeps all files current and ensures case files are kept in standard agency order.
- Makes follow-up calls, as required.
- Remains alert to identify new resources to assist individuals and their caregivers; relays any new resources for inclusion in the resource database.
- As a SHIP counselor, remains abreast of current Medicare issues; utilizes tools on Medicare website to assist individuals.
- Assists Home and Community Care staff, and other agency staff with locating and coordinating community resources.
- Meets with all walk-ins in the Dillsboro office to provide information, resources and assistance to access resources, as needed.
- Reviews all referral resolutions, those with and without Action Plans, to ensure thorough and appropriate resolution and consistency and adherence to program standards, reports issues to supervisor. Records referral resolution information in resource database.
- Researches and locates needed resources keeping in mind unique and creative person centered solutions such as product or program information, shares eligibility information and assists with application process as needed.

- Maintains current resource database; ensures continued identification of new resources to assist customers and their caregivers
- Completes assigned daily reports. Generates accurate and timely ADRC reports, completes monthly ADRC Productivity report, ensures accuracy of data and analyzes information.
- Serves as I&A software point person for company; overseeing set up of new users, running queries, etc.
- Maintains Private Hire List; updates monthly.
- Assists Home & Community Care Supervisors with tracking and reporting of RFI's, service plan interruptions, pay points, and other tracking as assigned.
- Gathers data and completes monthly reports for both agency and state; ensures accuracy and easy retrieval.
- Provides back up in the absence of Information Specialist (#2).

#### ADMINISTRATIVE/GENERAL

- Consistently and effectively utilizes position procedures; recommends changes when necessary and completes updates as required.
- Adheres to agency policies and procedures.
- Attends required trainings and keeps abreast of issues and information necessary to perform work duties.
- Represents the agency in the community as needed.
- Understands, supports, and models the agency's Mission-based Values.
- Engages in other related activities or special projects as required or assigned.

*The essential functions identified here are a representation of those duties required of this position and in no way are intended to be a complete list.*

#### **Performance Requirements:**

Knowledge, Skills, Abilities, & Mental Demand: Clerical and computer skills, including ability to use Microsoft Office Suite; written and verbal communication skills; listening skills; interpersonal skills; customer service skills; ability to perform multiple concurrent tasks in an organized manner; reasoning and problem-solving skills; ability to work with minimum supervision; ability to handle sensitive situations.

*Physical Effort: Sedentary Work:* Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently; ability to climb stairs and independently access all customer homes.

*Working Conditions:* Office environment, occasional travel; possible exposure to bodily fluids, daily customer contact; occasional inclement weather.

*Education, Experience and Training:* High school diploma or equivalent required. Knowledge of or skill acquired through considerable training or 2 to 3 years related experience; valid driver's license.