

## MIDLAND EMPIRE RESOURCES FOR INDEPENDENT LIVING

### JOB DESCRIPTION

**Title:** Information and Referral Communications Specialist

**Reports To:** Director of Community Access

**Supervises:** None

**FLSA/Employee Status:** Regular Full Time; Non-Exempt

#### **Purpose:**

This job description defines the typical responsibilities for the purpose of outlining duties and to determine job classification. It does not limit the supervisor or Chief Executive Officer from assigning other duties as the nature of the organization's business needs may change.

#### **General Job Description:**

This position is responsible for providing information regarding available community resources and long-term supports, providing contact information and service referrals to appropriate agencies for eligibility determinations for desired benefits and services, and assisting in making referrals to service and support organizations. This individual will direct his/her work in the spirit and intent of the independent living philosophy. This position requires occasional travel and work outside normal business hours.

#### **Essential Function: Provide Information and Referral Services**

This position is the primary portal for providing information regarding community resources and dispensing referrals as appropriate. This position has the backup responsibility for maintaining the assistive technology inventory and providing demonstrations of devices and software.

#### **Criteria for Success/Accountability:**

- Assist persons with disabilities and persons who are aging to identify needs and navigate multiple services and support systems
- Provide information related to eligibility for services, benefits, application, and referral processes
- Disseminate resource information based on service participant request and need
- Maintain a complete, accurate, and current list of community resources
- Ensure that service participants receive assistance in an accurate, thorough, and timely manner

- Assist service participants to identify and access community resources
- Advocate for the rights of persons with disabilities and persons who are aging as needed
- Participate in regulatory authority and certification surveys as assigned by supervisor
- Participate in community meetings, conferences, workshops, or other training pertinent to enhancing services and support to persons with disabilities and persons who are aging
- Complete documentation accurately, thoroughly, and in a timely manner, in accordance with agency standards, service, accreditation, and regulatory authority requirements
- Complete other documentation or assignments as requested by supervisor

#### Essential Skills:

- Knowledge of appropriate customer service techniques
- Ability to relate to and assess the needs of individuals with disabilities and people who are aging
- Ability to organize workload
- Ability to be flexible and multitask
- Ability to handle stressful situations and conflicts
- Ability to travel to multiple counties in Northwest Missouri and other parts of the state as needed
- Ability to proficiently use a computer and related office equipment
- Ability to learn assistive technology and demonstrate its use

#### **Essential Function: Service Coordination and Support**

Coordinate and monitor ILS services for participants including those who are Deaf, Hard of Hearing, or who experience communication-related barriers.

#### Criteria for Success/Accountability:

- Ensure the independent living philosophy permeates all aspects of service delivery
- Document all contacts with participants in appropriate databases or spreadsheets, ensuring that service participant documentation is accurate, thorough, and completed in a timely manner according to agency standards, service, accreditation, and regulatory authority requirements
- Ensure that service participants' right to confidentiality is recognized and honored
- Establish effective communications with participants who experience communications barriers
- Assist service participants with regard to the five core IL services: (1.) information and referral, (2.) independent living skills training, (3.) transition services, (4.) peer support, and (5.) advocacy
- Assist members of peer support groups in organizing activities
- Provide training regarding independent living skills and communication skills, and assist ILS participants in setting and achieving self-directed goals

- Monitor the participation of ILS participants through regular communication and in-person meetings
- Provide services in accordance with regulatory authority requirements, funding source requirements, accreditation requirements, and legal requirements
- Assess participant satisfaction through conducting satisfaction surveys or other required methods

### **Essential Function: Other Departmental Requirements**

Criteria for Success/Accountability:

- Provide support and backup responsibility for the front desk as needed
- Promote a positive and open team environment
- Accept other duties and assignments as needed to enhance and maintain workflow
- Participate in organizational meetings and trainings as required
- Comply with applicable federal and state laws and regulations, established agency policies and procedures, and professional standards
- Maintain participant confidentiality as required by state and federal law

### **Essential Function: Outreach**

Criteria for Success/Accountability:

- Participate in outreach, networking, public presentations, and other means to educate community members regarding services provided by MERIL
- Serve on interagency councils and committees, as appropriate
- Attend legislative forums, as appropriate, to educate elected officials regarding services provided by MERIL

### **Essential Function: All MERIL Staff Expectations**

Professionalism & Work Ethic:

- Arrive on time for all work activities
- Remain productive throughout the work period
- Dress appropriately for the work situation
- Establish priorities while remaining flexible when faced with schedule changes, interruptions, or the need to deal with difficult situations
- Keep confidential information confidential
- Travel as required
- Demonstrate personal integrity and sound judgment
- Work beyond “normal” work hours and in other positions temporarily when necessary

- Demonstrate the desire to make a direct and significant impact in the lives of service participants and staff
- Demonstrate sound time management and organizational skills
- Demonstrate enthusiasm and optimism for your work and the organization

#### Problem Solving & Critical Thinking:

- Demonstrate a desire to learn new skills and applying those new skills to promote efficiency
- Actively pursue and participate in performance improvement activities
- Actively participate in long-range and strategic planning
- Seek new methods, work principles and creative solutions to issues, concerns and problems
- Continuously assess the effectiveness of work and service processes, and make changes when needed

#### Teamwork & Collaboration

- Seek the perspectives and knowledge of others
- Demonstrate the willingness to share knowledge and expertise with others
- Seek opportunities to help others and volunteer to help others
- Engage in active and careful listening to others
- Share ideas, thoughts, and concerns in an honest and respectful way

#### **Authority Delegated:**

This position has no supervisory responsibilities. Responsibilities are carried out in accordance with the organization's policies and procedures, regulatory authority and certification standards, and law.

#### **Minimum Qualifications:**

- Bachelor's degree in a human services field, such as social work, rehabilitation, or psychology
- Extensive knowledge of Medicare, Medicaid, Social Security benefits, Veterans benefits, and community resources
- Ability to travel, valid driver's license, and current vehicle insurance

#### **Employee Sign Off:**

The employee is expected to adhere to all agency policies, procedures and practices. The employee is required to act as a role model in the adherence to agency policies and procedures.

I have been informed of the location of agency policies and procedures and understand my responsibilities to adhere to those policies and procedures.

I have read and understand the essential functions of this job description.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_