



Job Description & Classification Specification Lewis Mason Thurston Area Agency on Aging

ASSISTANCE SPECIALIST

FLSA Status: Overtime Eligible
2019 Salary Range: 3,309 – 4,401 / month
Reports To: Access Services Supervisor
Supervisory Responsibilities: No

JOB OVERVIEW

Provides information about, screening of the need for, and assistance with access to community services, primarily for adults age 60 years and older, but also for some younger disabled adults.

ESSENTIAL JOB FUNCTIONS & RESPONSIBILITIES

- Provides pertinent information about community resources available to clients and their families over the telephone, in the office, and occasionally in a client's home, as well as in community locations such as senior centers or nutrition sites.
- Screens clients to determine their need for services, including Case Management and state-funded CORE personal care services. Screening may be done by telephone, in the office or during a home visit. May refer clients to appropriate services.
- Provides assistance to clients needing help in obtaining services or benefits, including assistance with forms, supportive counseling, advocacy, service referral, and follow-up.
- Maintains and updates the community resource database. Communicates information on changes to other agency staff.
- Develops and maintains liaison with community agencies and organizations that provide services and assistance to our client population group.
- Develops and provides presentations on I&A/Family Caregiver Support Program, as well as other services available to individuals in the community.

- Enters and retrieves data on a computer. Maintains client records. Compiles reports to meet reporting requirements.

SUPERVISION – N/A. This position does not perform supervisory duties

CORE COMPETENCIES & JOB REQUIREMENTS

- Sufficient mobility is required for the use of office equipment such as computers, telephones, files and the copier. Sitting for extended periods of time as well as lifting a maximum of 30 pounds (files storage boxes, supplies, etc.) may be required at times.
- Ability to hear and communicate at a level sufficient to perform the essential functions of the position. Must have vision sufficient to read records and documents.
- Ability to communicate effectively, both orally and in writing, in a manner appropriate for the purpose and parties addressed.
- Ability to read, write, speak and interpret information in English.
- Ability to manage several tasks concurrently
- Ability to learn and master new job responsibilities and tasks.
- Ability to work effectively and cooperatively as a member of a team to establish and maintain effective working relationships with co-workers, community agencies, and members of the general public using courtesy and tact.
- Ability to exercise sound judgment and problem solving skills.
- Ability to work with computers and various computer software programs.

EDUCATION AND EXPERIENCE MINIMUM*

Bachelor's degree in a relevant field plus two years providing direct human services

OR

Associate's degree in a relevant field plus four years providing direct human services

**An equivalent combination of related education, training and experience that demonstrate the knowledge, skills and ability to effectively perform the essential functions of the position may be considered.*

PREFERRED EDUCATION and EXPERIENCE* - none specified

CERTIFICATES & LICENSES

Has or can obtain a current and valid Washington State Driver's License. Has or can obtain fingerprint clearance according to the DSHS/ALTSA and agency policies.

WORKING CONDITIONS

Work is performed indoors in an office environment, usually weekdays between the hours of 8:00 AM and 5:00 PM. Occasional work on weekends and evenings is required. Travel is required within Lewis, Mason and Thurston counties and occasionally to other parts of the state.

LMTAAA office is a non-smoking environment.

DISCLAIMERS

The statements contained herein reflect general details as necessary to describe the essential functions and core competencies of this position, the level of knowledge and skill typically required and the scope of responsibility. This job description, while comprehensive, should not be considered an all-inclusive listing of work requirements or tasks. Individuals may perform other duties as assigned.

LEWIS MASON THURSTON AREA AGENCY ON AGING IS AN EQUAL OPPORTUNITY EMPLOYER AND IS COMMITTED TO WORKING WITH ITS EMPLOYEES TO REASONABLY ACCOMMODATE THEM WITH THE PHYSICAL ASPECTS OF A POSITION. QUALIFIED APPLICANTS ARE CONSIDERED FOR EMPLOYMENT WITHOUT REGARD TO RACE, CREED, RELIGION, COLOR, AGE, SEX, NATIONAL ORIGIN, MARITAL STATUS, VETERAN STATUS, SEXUAL ORIENTATION, OR THE PRESENCE OF ANY SENSORY, MENTAL OR PHYSICAL HANDICAP.

Last updated February 1, 2019