



## **JOB POSTING**

### **INFORMATION AND REFERRAL SPECIALIST**

HESSCO Elder Services seeks a highly motivated and compassionate individual to join our team as an Information and Referral Specialist.

As an Information and Referral Specialist, you will serve as a vital point of contact for individuals seeking eldercare and disability-related resources. You will provide unbiased information on a wide range of eldercare and disability issues. Your responsibilities will include assessing program eligibility, connecting individuals with appropriate resources, and ensuring timely and accurate documentation.

#### **Responsibilities:**

- Effectively assist callers through an up-to-date information about home care programs offered by HESSCO, including eligibility criteria.
- Develop and maintain a comprehensive knowledge of resources available in Massachusetts for elders and people with disabilities.
- Answer incoming calls in a professional and empathetic manner, providing timely and accurate information to callers.
- Utilize knowledge of available resources to triage calls, provide information, and make appropriate referrals.
- Document all calls, actions, and referrals promptly and accurately in the designated systems, as required by the Executive Office of Elder Affairs (EOEA) and adhere to HESSCO policies and procedures.
- Collaborate with internal teams to ensure seamless coordination of services and referrals.
- Stay informed about changes in policies, procedures, and resources to provide the most accurate information to callers.
- Maintain confidentiality and privacy guidelines when handling consumer information.
- Participate in professional development to enhance knowledge and skills, maintain certifications, and adhere to I&R training requirements as outlined by EOEA.
- Attend required agency meetings.

#### **Qualifications:**

- Bachelor's degree in social work, human services or a related field required. One-year experience in the elder care, disabled or the human service field preferred. Applicants with associate degree or equivalent with at least two (2) years' experience working with elders may be considered.

- Excellent computer skills required, including thorough knowledge of Microsoft Word, Outlook and Excel. Able to learn new software programs.
- Precise record keeping, data entry skills and ability to multi-task in fast-paced environment.
- Supportive telephone manner and active listening skills.
- Excellent oral and written communication skills and a commitment to teamwork is essential.
- Excellent assessment and documentation skills required.
- Ability to work cooperatively, independently, and be self-motivated.
- Must have valid driver's license and provide own transportation for required travel.
- Access to secure high-speed internet as required.

HESSCO Elder Services is an Affirmative Action/Equal Opportunity Employer committed to creating an inclusive workplace and encourages all qualified candidates from diverse backgrounds to apply. Join our team and make a meaningful difference in the lives of older adults and individuals with disabilities.

12/17/24