

## **POSITION DESCRIPTION**

**TITLE:** Information and Referral Specialist (Part-time B)

**SALARY:** B12 (\$15,984 – \$24,775)

**FLSA STATUS:** Non-Exempt

**HOURS:** Part-time, 24 hours per week, M - Th 11:30 am – 4:30 pm, F 11:30 am - 3:30 pm

### **SUMMARY OF POSITION:**

Assists in the management, implementation and coordination of the information and referral program whose primary function is to link persons in need or their advocates with the appropriate services designed to eliminate or alleviate that need.

### **ORGANIZATIONAL RELATIONSHIPS:**

1. Reports to: Call Center Manager
2. Directs: This is a non-supervisory position.
3. Other: Has regular contact with public and private agencies and organizations, service providers, and other program personnel, private contractors, and the general public.

### **PRINCIPLE DUTIES AND RESPONSIBILITIES:**

Maintains telephone coverage as identified above for the Heart of Texas 2-1-1 Call Center.

Assists consumers in selecting from alternative choices.

Responsible for maintaining all client call data and documentation of services for the client tracking system. Maintains strict confidentiality on all information and referral records.

Identifies and diagnoses specific needs and problems, establishes service requirements, and plays a pro-active role in providing appropriate referral information to the caller.

Performs follow-up calls for consumer contacts to ensure that consumers receive needed services.

Maintains knowledge of current information about services and programs available to individuals, especially those services provided by the Area Agency on Aging (AAA), Aging and Disability Resource Center (ADRC), and the Rural Transit District (RTD). Attains a working knowledge of the care coordination, benefits counseling, ombudsman and other HOTCOG Health and Human Services programs.

Attends meetings, conferences, workshops, and/or other in-service training programs related to the information and referral program as assigned.

Maintains knowledge of community services and public benefit programs and provides information regarding new or updated services.

Performs other duties related to the general administration and program operations of the Heart of

Texas 2-1-1 Call Center as assigned and as needed.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

*Knowledge of:* should possess or be able to demonstrate the ability to acquire a thorough knowledge of policies and procedures and general office procedures and practices.

*Skill/Ability to:* communicate effectively in both oral and written forms; listen effectively to incoming telephone calls for information and referral and be able to direct the person to a source of help; make decisions in regard to appropriate referrals; establish and maintain effective working relationships with other employees, clients, and work related public; use PC software and web based software; handle multiple, simultaneous tasks with limited time constraints and prioritize importance of a specific task as needed; and work as a member of a team within the Heart of Texas 2-1-1 Call Center.

**ACCEPTABLE EXPERIENCE AND TRAINING:**

A Bachelor's degree in business administration, social work, gerontology or related field is preferred, plus one year of progressively responsible experience in programs or services.

At least two years of college, plus two years of progressively responsible experience *or* any equivalent combination of experience, education and training that provides the required knowledge, skills, and abilities.

High school graduation, or its equivalent, plus three years of progressively responsible experience in social services or programs

*or* any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

**CERTIFICATION AND LICENSES REQUIRED:**

Must have or obtain a Certified Information and Referral Specialist (CIRS) designation from the Alliance of Information and Referral Systems (AIRS) within six months of becoming eligible.

An appropriate Texas driver's license or available alternate means of transportation.