



## **Community Resource Specialist**

**FLSA** NON-EXEMPT

### **POSITION SUMMARY**

The Community Resource Specialist shares responsibilities with the Community Options Supervisor for WMEC's activities related to the maintenance and dissemination of information regarding services and programs available to consumers. She/he holds a central position in directing intakes, assessments, counseling and referral of consumers and their caregivers who require information and/or services.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Willingness to learn all state, federal and agency regulations, policies and procedures pertaining to elder services and WestMass ElderCare's mission.
2. Establish and maintains cooperative relationships with institutional and community service organizations to effectively provide all available resources for individuals seeking assistance.
3. Provides resource information and consultation to WMEC staff.
4. Assist in providing information and service to Non-English-speaking callers.
5. Follow established protocols, performance standards and completed required documentation and reporting as set by the executive Office of Elder Affairs and WMEC.
6. Establish rapport with callers to gather and provide information.
7. Monitors resource data base information, to assure that it is accurate and up to date.
8. For crisis situations, coordinates with appropriate emergency response network and communicates with Supervisor and/or members of management.
9. Enters accurate documentation of calls, referrals, and follow-up in compliance with confidentiality requirements standards.
10. Provides information and training to agency staff regarding Community Resources and programs as directed by the Community Options Supervisor.
11. Submits timely reports and statistics as requested by the Supervisor, or another member of Management.
12. Assist Community Options Supervisor with training and orientation of new Community Options staff.
13. Participates in at least 40 hours per year of on-site and state-wide training



pertaining to Community Resources.

14. Bilingual Community Resource Specialist provides verbal and written translation as requested by Supervisor or member of the Management Team. (if applicable)

## **OTHER DUTIES**

1. Performs other related duties within the scope of the responsibilities of this position as requested by the Community Options Supervisor.

## **REQUIRED KNOWLEDGE SKILLS AND ABILITIES**

- Possesses the ability and willingness to support the mission statement, goals and policies of WestMass ElderCare; and has the ability to interpret, understand and adhere to the regulations, standards, and procedures as set forth by the Agency and the Executive Office of Elder Affairs.
- Bachelor's Degree preferred, or Associates Degree with a minimum of two years demonstrated experience in the field of Social Work/Human Services.
- Bilingual fluency (Spanish) is a plus.
- Possesses the ability to communicate orally and in writing effectively.
- Certified Community Resource Specialist for Aging and Disability (CRS-A/D) certification through the Alliance of Information and Referrals Systems (AIRS), or the ability to become certified.
- Knowledge of resources for older adults and persons with disabilities is desirable.
- Ability to learn and comply with federal and state laws and regulations for Information and Referral specifications.
- Ability to research needed information and navigate multiple data bases.
- Ability to establish rapport with callers (consumers, family members, service providers, and co-workers) to complete Intake and Referral assessment.
- Possesses excellent organizational and time management skills.
- Has the ability to manage multiple projects and assignments in a fast-paced working environment.
- Must possess a working knowledge of Microsoft Office Programs and have the ability to work in multiple data bases.
- Respond to all callers in a professional, non-judgmental, and timely manner.



## **CERTIFICATIONS, LICENSES, REGISTRATIONS**

- Valid MA driver's license and satisfactory driving record.
- Satisfactory CORI check.
- CRS-A/D certification preferred.

## **PHYSICAL AND ENVIRONMENTAL REQUIREMENTS**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be in good general health and demonstrate emotional stability.
- Must maintain regular and consistent attendance.
- Ability to ambulate independently.
- Ability to effectively cope with a variety of personalities and other stress provoking factors associated with a broad base of people and time constraints.
- Ability to successfully communicate with others in person and by the phone.
- Ability to see and understand written words and to communicate with written word.
- Ability to make appropriate decisions.
- Ability to operate a motor vehicle in all types of weather conditions.
- Ability to climb multiples flights of stairs
- Ability to see written words on a computer screen, as well as operate a keyboard 50% or more of work time.
- Be able to maintain concentration needed for accurate data entry.
- Ability to handle confidential data discretely.
- Ability to make appropriate decisions.
- Ability to be effective in a changing environment

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must provide personal and reliable transportation.
- Ability to safely operate a motor vehicle in all weather conditions.



- Works generally in an office area and may require limited home visits.
- Ability to concentrate and accurately complete work in an office environment in which the noise level is often moderate to loud and distracting, and there are frequent interruptions.
- This is a thirty-five hours a week position, with regular hours established. Variance from the regular hours may be necessary to meet the responsibilities of the position.
- Ability to work between the hours of 8:00 am and 5:00 pm, Monday through Friday.

### **ACCOUNTABILITY**

To: The Community Resource Specialist is accountable to the Community Options Supervisor.

### **DISCLAIMER**

The above statements are intended to describe the general nature and level of work required of this position. This is not meant to be an exhaustive list of all responsibilities, duties, skills and abilities required.

Community  
Resource Specialist

Date

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Community  
Resource Supervisor

Date

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