POSITION: Information and Assistance Specialist II
(Full-Time /40 Hours Per Week/Benefited/Non-Exempt)

LOCATION: PASSAGES

ESSENTIAL JOB FUNCTIONS: Under the supervision of the PASSAGES Deputy Director, provides assistance to seniors, adults with disabilities and caregivers through telephone, written and home contacts. Assists by identifying resources and providing problem and option analysis. Examples of duties include: 1. Information – Provides assistance and information by communicating through telephone, written form and office and home visits. Explains community services, government benefits and consumer issues. 2. Referral – Refers client to appropriate services including those provided by other organizations and those provided by the Center (e.g., Ombudsman, HICAP, Senior Companion). 3. Assistance – Visits seniors and significant family members and caregivers in their homes in order to analyze client concerns; provide information and generate options for client consideration. Assists in implementing plan of action if client is unable to implement without assistance. Advocates on behalf of client, if appropriate. 4. Resource Compilation and Organization – Participates in ongoing effort to research and organize community resources including Center resource informational database and web page. Maintains thorough personal knowledge of services available and eligibility requirements for government benefits such as MediCal and Social Security. 5. Data – Collects and compiles service and client data, updates volunteer and client information in database, generates reports, maintains agency-wide client lists and coordinates agency-wide mailings. 6. Coordination – Works cooperatively with other agencies and organizations to aid seniors, adults with disabilities, and their caregivers. 7. Outreach – Disseminates information about Center Services, consumer issues, government benefits and long-term care issues through public speaking, attendance at public meetings, and other outreach forums provided by the Center.

EMPLOYMENT STANDARDS: Education/Experience: Bachelor’s degree in Social Work, Community Services, or related field required AND one year of paid professional experience working with frail elderly, adults with disabilities, or family caregivers; OR One year experience working as an Information and Assistance Specialist I within Passages. Knowledge and Abilities: Must possess the ability to relate to seniors, adults with disabilities, and caregivers, demonstrating sensitivity, active listening, and a respect for self-determination. Ability to analyze problems, to present options, and to advocate for clients. Possession of computer skills including familiarity with database and word processing software. Knowledge of community services and government benefits. Possession of good written and verbal communication skills. Possession of valid CA driver’s license and automobile liability insurance and own transportation. Ability to function as a member of the PASSAGES team. Bilingual skills desirable, but not essential. Fingerprinting and participation in the DMV Employer Pull Notice Program (driving record) will be required of the successful candidate.

DISCLOSURE OF CAMPUS CRIME STATISTICS
An annual security report disclosing crime statistics for California State University, Chico can be obtained by contacting the Chico State University Police Department (530) 898-5372 or by accessing the following Website: http://www.csuchico.edu/up.

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER
The CSU, Chico Research Foundation is an Equal Opportunity Employer and does not discriminate against persons on the basis of race, religion, color ancestry, age, disability, genetic information, gender, gender identity, gender expression, marital status, medical condition, National origin, sex, sexual orientation, covered veteran status, or any other protected status. It is the Research Foundation’s policy to hire only United States citizens and aliens lawfully authorized to work in the United States. All new employees must provide proof of identity and authorization to work. Prospective applicants with a disability may request and receive reasonable accommodation during the application and selection process.
**COMPENSATION:** Starting Wage: $14.92-15.57/hour + benefits. Pay commensurate with experience. Benefits include options for health, vision and/or dental insurance; employer contributions to a 403(b) retirement plan (beginning year 2); employer-paid life and disability insurance; and vacation, sick leave, and holidays. The employer is the CSU, Chico Research Foundation, a non-profit corporation serving as an auxiliary organization of California State University, Chico. Employment is considered to be at-will.

**APPLICATIONS:** Applicants must submit a completed CSU, Chico Research Foundation application, cover letter, current resume and three professional references. **Incomplete application packets will not be accepted.** Open until filled. Application review begins on January 20, 2017. Applications received after January 19, 2017, may not be considered.

**BY MAIL:**
CSU, Chico Research Foundation
CSU, Chico, Building 25
Chico, CA 95928-5388

**IN PERSON:**
CSU, Chico Research Foundation
25 Main Street, 2nd Floor suite 206
Chico, CA

**BY EMAIL:**
rfhrjobs@csuchico.edu

**BY FAX:** (530) 898-3391

For questions, please contact the Research Foundation Human Resources office:

**BY PHONE:** (530) 898-6811 or VISIT OUR WEBSITE: [http://www.csuchico.edu/rfdn/](http://www.csuchico.edu/rfdn/)

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