POSITION: Information and Assistance Specialist  
(Full-Time / Benefited / Hourly / Non-Exempt)

RECRUITMENT ID: 541

LOCATION: PASSAGES

ESSENTIAL JOB FUNCTIONS: Under the supervision of the PASSAGES Deputy Director, the candidate will provide assistance to seniors, adults with disabilities and caregivers through telephone, written and home contacts as well as support and help coordinate senior nutrition. Assists by identifying resources and providing problem and option analysis. Examples of duties include:

- **Information** – Provides assistance and information by communicating through telephone, written form and office and home visits. Explains community services, government benefits and consumer issues.
- **Referral** – Refers client to appropriate services including those provided by other organizations and those provided by the Center (e.g., Ombudsman, HICAP, Senior Companion).
- **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.
- **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.
- **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.
- **Coordination** – Works cooperatively with other agencies and organizations to aid seniors, adults with disabilities, and their caregivers.
- **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.
- **Nutrition Services** – Helps coordinate congregate kitchens and senior nutrition delivery. Assists in the inspection of congregate kitchens in the service area and works with nutrition interns to make sure that CDA nutrition requirements are maintained.

EMPLOYMENT STANDARDS:

**Education/Experience:** Bachelor’s degree in Social Work, Community Services, or related field is highly desirable OR equivalent experience as a paid professional working with frail elderly, adults with disabilities, or family caregivers.

**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.
COMPENSATION: Starting Wage: $15.57 per 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. The application can be found on our website. Incomplete application packets will not be accepted. Application review begins on May 5, 2017. Open until filled. Applications received after May 4, 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

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

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