Position Opening

POSITION: Information & Assistance Specialist
STATUS: Full-time / Benefitted / Hourly / Non-Exempt
COMPENSATION: $19.10 - $20.25 per hour
DEPARTMENT: Passages
LOCATION: This position requires primarily in-person work at the Passages office located at 25 Main Street, Chico, CA.

RECRUITMENT ID: 001
RESIDENCY: Candidate must be a California resident. Chico State Enterprises is not a sponsoring agency for staff and management positions (i.e. H-1B Visas).

ESSENTIAL JOB FUNCTIONS: Under the supervision of the PASSAGES Deputy Director, the Information & Assistance Specialist provides assistance for older adults, adults with disabilities, and caregivers through telephone, written and home contacts. The Information & Assistance Specialist assists by identifying resources and providing problem and option analysis. Examples of duties include:

- **Information** – Assists by providing 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.
- **Ombudsman Administrative Support** – Receive Ombudsman complaints from facilities and consumers, document and record initial reports, transfer information to Ombudsman staff and volunteers as appropriate.

EMPLOYMENT STANDARDS:

Education: Bachelor's degree in Social Work, Community Services, or related field required.

Experience: Requires demonstrated professional experience 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.
- Must have access to own transportation.
- Ability to function as a member of the PASSAGES team.
- Bilingual skills desirable, but not essential.

COMPLIANCE REQUIREMENTS:

- Candidate must be in possession of valid driver's license and automobile liability insurance. Participation in the DMV Employer Pull Notice Program (driving record) is required. The candidate will be required to update their insurance with Chico State Enterprises Human Resources when necessary.
- Satisfactory completion of a background check (including a criminal records check) is required for employment. Chico State Enterprises will make a conditional offer of employment, which may be rescinded if the background check reveals disqualifying information, and/or it is discovered that the candidate knowingly withheld or falsified information. Failure to satisfactorily complete the background check may affect the continued employment of a current Chico State Enterprises employee who was conditionally offered the position.

BENEFITS:
Benefits for employees working 30 hours or more per week include employer paid life insurance ($50,000) and long-term disability; options for health, dental, and vision insurance; FSA; 14 paid holidays including 1 personal holiday; vacation accrual (initially 10 days/year); sick leave (up to 12 days/year); employer contributions to your 403(b) retirement plan (up to 8%).

HOW TO APPLY:
To be considered, submit the following documents by August 3, 2023. Documents submitted after this date may not be considered.

- Resume
- Cover Letter

BY DROP BOX:
https://csuchico.app.box.com/f/d3a7f0e8a223400a96eedadb050c107f

BY EMAIL: csejobs@csuchico.edu

Paper applications will not be accepted; however, Chico State Enterprises is an Equal Opportunity Employer and is happy to provide reasonable accommodations to applicants at any step of the application process. If you need assistance in this regard, or are having technical difficulties, please contact the Human Resources office at 530-898-6811 or csejobs@csuchico.edu prior to 5:00 pm on the document deadline date. The employer is Chico State Enterprises, a non-profit corporation serving as an auxiliary organization of California State University, Chico. Employment is considered to be at-will.
AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER:
Chico State Enterprises 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 Enterprises’ 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.