POSITION OPENING

POSITION: Information and Assistance Specialist – Open to current Chico State Enterprises employees only
Full-Time / Benefited / Hourly / Non-Exempt
RECRUITMENT ID: 748
LOCATION: Passages
COMPENSATION: $17.00 per hour

ESSENTIAL JOB FUNCTIONS: Under the supervision of the PASSAGES Deputy Director, the Information and Assistance Specialist provides assistance to older adults, adults with disabilities and caregivers through telephone, written and home contacts. They assist 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.
- 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.

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
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. Prospective applicants with a disability may request and receive reasonable accommodation during the application and selection process.
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. Participation in the DMV Employer Pull Notice Program (driving record) will be required of the successful candidate.
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.
Ability to function as a member of the PASSAGES team.
Bilingual skills desirable, but not essential.

**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%).

**APPLICATION REQUIREMENTS:** Application and announcement can be located on our website. In order to be considered, applicants must submit the following:
- Chico State Enterprises application
- Cover letter
- Resume
- Three professional references

**APPLICATION DEADLINE:** Application review begins January 25, 2021. Open until filled.

Applications can be submitted:

**BY EMAIL:**
[Jobs@csuchico.edu](mailto:Jobs@csuchico.edu)

For questions, please contact Chico State Enterprises Human Resources office:

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

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.