POSITION: Information and Assistance Specialist and Aging Programs Specialist
Full-Time / Benefited / Hourly / Non-Exempt

RECRUITMENT ID: 645

LOCATION: Passages

COMPENSATION: $15.57 per hour

ESSENTIAL JOB FUNCTIONS: Provides assistance to seniors, adults with disabilities and caregivers. 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).
- **Resource Organization** 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, client information in database.
- **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.

EMPLOYMENT STANDARDS: Bachelor’s degree in Social Work, Community Services, or related field highly desirable or equivalent experience as a paid professional working with elderly, adults with disabilities, or family caregivers; OR One year of experience working as an Information and Assistance Specialist within Passages. 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, word processing software and spreadsheets. 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. Must be able to successfully clear a DOJ/FBI fingerprinting check (Live Scan) prior to employment.

BENEFITS: 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.

APPLICATION REQUIREMENTS: Application and announcement can be located on our website. In order to be
considered, applicants must submit the following:

- CSU, Chico Research Foundation application (found on our website)
- Cover letter
- Current resume
- Three professional references

**APPLICATION DEADLINE:** Open until filled. Application review begins April 29, 2019. Applications received after April 28, 2019 may not be considered. Applications can be submitted:

**BY MAIL:**
CSU, Chico Research Foundation  
25 Main Street, Suite 206  
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/)

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.