



<b>Position:</b>	<b>Information and Assistance Field Specialist/Options Counselor</b>		
<b>Reports to:</b>	<b>Director Case Management</b>	<b>Date:</b>	<b>August 2024</b>
<b>Status:</b>	<b>Non-Exempt</b>	<b>Department:</b>	<b>Case Management</b>
<b>Hours:</b>	<b>40</b>	<b>Approved:</b>	<b>John T. Mandeville</b>

**Job Function:**

**The Information and Assistance Field Specialist/Options Counselor** is responsible for field-based, direct provision of basic Information and Assistance and Person-Centered Options Counseling to clients in our 54-town service area.

**Essential Functions:**

1. Assess the needs of those individuals who have made initial contact with CVCOA, requesting information or assistance, using the Independent Living Assessment, a person-centered Options counseling intake, and the “my options” plan.
2. Provide Options Counseling to help consumers, and their advocates, direct their own decision-making and planning.
3. Perform necessary follow-up paperwork for client contacts, including monthly client records, completion of applications, advocacy, etc.
4. Complete independent living assessment if appropriate for the individual.
5. Utilize Peer Place databases for information and for statistical tracking.
6. Make referrals to other internal and external agency services as needed.
7. Provide routine coverage for office-based Information and Assistance (I&A) Specialist and SHIP (Medicare Part D back-up) coverage for State Health Insurance Program (SHIP) Coordinator.
8. Represent agency at collaborative meetings with community partners
9. Gather data and complete quarterly 3SquaresVT Outreach Specialist reports, including statistical and narrative sections (this may be shared with and/or handled by other I&A Outreach Specialist).
10. Attend relevant trainings, all-staff meetings, and all Case Management department staff meetings.
11. Identify needs for systems change; participate in systems advocacy work.

**Knowledge, Skills and Abilities:**

1. BA preferred or an equivalent combination of education and experience; preferably in human service/social services.
2. Knowledge of or familiarity with issues, needs, state and federal programs relevant to seniors and/or low-income persons.



3. Knowledge of community and community resources helpful.
4. Excellent phone, verbal and written communication skills, including sensitivity, listening, problem solving and team work.
5. Strong computer skills (MS Office and ability to learn agency-specific database programs) as well as ability to do complex paperwork.
6. Judgment, intuition, commitment and perseverance to resolve client issues.
7. Ability to maintain confidentiality, reliability, honesty.
8. Ability to reserve judgment when working with a wide variety of social and economic backgrounds

**Additional Desirable Qualifications (optional):**

1. 1-3 years' work experience in human services, preferably with elders or people with disabilities.

**Physical Demands:**

1. Ability to travel within a three-county area in a variety of weather conditions. (reliable transportation needed).
2. Ability to traverse varied terrains and entrances to client homes.
3. May require lifting up to 25 pounds.
4. Ability to sit and enter data or answer phone for extended periods.

**Mental Demands:**

1. Attention to deadlines.
2. Ability to multi-task.
3. Ability to understand complex social service programs.
4. Ability to self-manage.
5. Ability to handle multiple and un-planned activities and schedule changes.

**Working Conditions:**

1. Independent/solitary work as well as work within an office.
2. Exposure to and ability to deal with unsanitary living conditions.
3. Travel within 3-county area during all seasons and road conditions.
4. Shared office space in well-trafficked area.