

## Special Projects Division Job Description

**Job Title:** Information and Referral (I&R) Coordinator

### Position Summary:

Information and Referral/Assistance is a service designed to support consumers and caregivers in assessing their needs, identifying the most appropriate services to meet their needs, and linking them with the agency providing the services. Information and Referral/Assistance is designed to assist consumers and caregivers calling for assistance, in-person requests for assistance and proactively through outreach.

The purpose of Information and Referral/Assistance is to:

- Inform older individuals of the available opportunities, services, resources, and programs in the community.
- Assist older individual in identifying their needs and the type of assistance they require.
- Assist older persons in remaining independent and in their communities by connecting them with needed services and informing them of programs and services for which they are eligible.
- Increase older persons' knowledge and awareness of public and private services and resources available to them.
- Make appropriate referral by linking and connecting elderly clients with needed services.
- Conduct follow-up to ensure appropriate services have been provided.

I&R Coordinators must attain Inform USA (formerly AIRS) Certification within 1 year of hire date.

Strong communication skills, the ability to develop and nurture relationships with community partners, a passion for serving others, and the desire to work as a part of a team are critical to the success of the position.

### Responsibilities:

- Receive all incoming contacts from elderly individuals, caregivers, and the public
- Listen effectively to incoming telephone calls for information and assistance and be able to direct the person to a source for help; make decisions regarding appropriate referrals, use PC software and web-based software; handle multiple, simultaneous tasks with limited constraints, and prioritize the importance of specific tasks as needed
- Assess and evaluate inquiries from elderly person or on behalf of an elderly person
- Assist elderly individuals in obtaining the needed services
- Collect and document contact information and demographics on all incoming calls using the state approved client-tracking system
- Complete appropriate sections of the prescreening/intake assessment forms
- Maintain all client data and documentation of services for client/service tracking systems
- Maintain current referral and resource files
- Follow-up on all referrals
- Identify, develop/maintain relationships, and coordinate with community resources

- Provide information and referral in person, including home visits and walk-ins, over the telephone, via email, or through written correspondence.
- Advocate and follow up as necessary to ensure all clients are connected to services, identifying gaps and barriers to services that may be experienced by clients.
- Represent the program at health fairs and present the program in public speaking opportunities.
- Attend training, workshops, and conferences related to program goals and best practices
- Input monthly service units and consumer information forms into the state tracking system
- Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected.
- Other duties as assigned

**Minimum Qualifications:**

- High school diploma, good communication skills, ability to communicate with elderly, knowledge of available services and resources, knowledge of telephone techniques and procedures, interviewing process and counseling skills.
- Valid Driver's License and access to an insured and reliable vehicle for work related travel

Bilingual applicants are encouraged to apply

**Salary:** Salary Range \$37,000 - \$40,000 based on experience

**Location:** Gulfport, MS

**Reports to:** MAC Center Manager

**Employment Status:** Full-time, Salaried, Non-Exempt.