

## Special Projects Division Job Description

**Job Title:** Mississippi Access to Care (MAC) Center Program Specialist

### Position Summary:

MAC Centers are an Information and Referral center for older adults, persons with disabilities, and their caregivers. They provide easy access by phone, in person, and online to a wealth of long-term services and supports, regardless of a person's participation in publicly funded programs. MAC Centers enable people to find resources in their communities and make informed decision about services and long-term care. MAC Centers help people conserve their personal resources, maintain self-sufficiency, and delay or prevent the need for potentially expensive long-term care.

The MAC Center Specialist helps Mississippians secure needed services or benefits, empowers people to make informed choices, and streamlines access to community services and supports. MAC Center Specialists must be Alliance for Information and Referral System (AIRS) Certified within 6 months of becoming a Specialist.

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:

- Maintain telephone coverage, as a team, from 8:00 a.m. – 5:00 p.m. for the MAC Call Center.
- 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.
- Documenting all contacts in the LTSS system within 24 hours of contact
- Administer Screening Questionnaire for the Elderly & Disabled Waiver program.
- Provide counseling to persons about options available to meet long-term care needs and factors to consider in making long-term care decisions.
- Maintain all client data and documentation of services for client/service tracking systems.
- 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 conference related to program goals and best practices
- 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:

- A Bachelor's degree in human or health care services, or similar AND three (3) post-degree years of experience working with at least one of the target population groups  
OR  
Two-year associate degree in human or health care services, or similar AND six (6) post-degree years of experience working with at least one of the target population groups  
AND
- community-based care experience
- 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 \$38,000 - \$43,000+ based on experience

Location: Gulfport or Hattiesburg, MS

Reports to: MAC Center Manager

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