**AREA AGENCY ON AGING**

**TITLE: INFORMATION AND ASSISTANCE SPECIALIST**

**Definition:**

Under general supervision, provides information and referral (I & R) services for older persons in the planning and service area.

**Examples of duties:**

Obtains data, answers the telephone, and responds to requests for information.

Screens clients’ needs and makes appropriate service referrals using OKDHS Forms02AG002E (AG-2-A. Part 1), and 02AG003E (AG-2-A, Part 2); Older Americans Act Assessment, as appropriate.

Collects, maintains, and updates resource materials and files.

Maintains contact with public, including resource agencies and aging programs.

Develops handouts and/or brochures.

Compiles and submits reports.

Provides literature to community groups and aging programs.

Coordinates with news media to publicize the I & R service.

Provides informational presentations to groups.

Works with volunteers.

Informs Area Agency on Aging (AAA) staff regarding gaps in services.

Performs other duties and assumes other responsibilities as directed.

**Knowledge and skills:**

Knowledge of needs of older persons and the aging network is preferred.

Skills in: communication and interpersonal relationships; establishing and maintaining effective working relationships with private, civic, and church groups; and organizing

and presenting facts in a clear and concise manner.

**Education and experience:**

High school diploma or General Educational Development (GED) and one year

experience in a related field. Additional education may be substituted for the one year

of experience.

**Special requirements:**

Must: be intake/screener certified in the use of OKDHS Forms 02AG002E (AG-2-A. Part 1), and 02AG003E (AG-2-A, Part 2); Older Americans Act Assessment, maintain client confidentiality; and be willing and able to perform job-related travel.