Information, Referral & Assistance Coordinator

POST DATE: April, 28, 2015
LOCATION: CMCOG, 236 Stoneridge Drive, Columbia SC
JOB TYPE: Exempt, Regular, Full-time
DEPARTMENT: Area Agency on Aging / Aging & Disability Resource Center
CLOSING DATE: May 8, 2015

POSITION DESCRIPTION:

The Central Midlands Council of Governments (CMCOG) is seeking an experienced individual to serve as the Information, Referral & Assistance Coordinator. Reporting to the AAA / ADRC Director, the Information, Referral & Assistance Coordinator will be responsible for assisting the Information, Referral & Assistance Specialist with receiving, managing, and providing information to consumers seeking information, referral and assistance.

JOB RESPONSIBLITIES:

1. Assists in gathering, entering and maintaining information from consumers seeking information, referral and assistance;
2. Providing information and assistance to consumers using the comprehensive database and other resources in response to calls, walk-ins or written requests;
3. Handles confidential and sensitive information related to information, referral and assistance requests;
4. Assists in identifying the appropriate community services/resources for inclusion in the information, referral and assistance database;
5. Utilizes a person centered model of client assistance.
6. Exercises sound judgment and discretion when handling confidential and sensitive interviews or documents from consumers seeking information, referral and assistance for themselves or others;
7. Prepares ad hoc and monthly reports as necessary; and
8. Performs any other duties as assigned.

DESIRED MINIMUM QUALIFICATIONS:

- Bachelor's degree or higher, background in the area(s) of aging and/or disabilities, nursing, public health, education, or a closely related field;
- Three (3) years' experience in social services; or
- Any combination of education and experience which provides the required knowledge, skills and abilities.
- AIRS Certification Preferred

PREFERRED QUALIFICATIONS:

- Excellent communication skills and the ability to effectively communicate orally and in writing, bi-lingual preferred;
- Knowledge and use of operating standard office equipment such as computers, telephone systems, copiers, and facsimile machines, as well as working knowledge of Windows, Word, Excel, and Outlook;
- Excellent interpersonal skills to interact with employees, associates, government officials and the general public in an effective and professional manner. Ability to establish harmonious and effective working relationships. Discreet and diplomatic;
- Professional ability to maintain a cordial and productive working relationships with people of varied social, cultural, and educational background;
- Excellent interviewing skills to deal effectively with the public in handling inquiries and communicating information;
- Background and knowledge of health, human and social services/programs.

Interested and qualified candidates should submit a resume, letter of interest and CMCOG employment application to Reginald Simmons, CMCOG, 236 Stoneridge Drive, Columbia, SC 29210, Email: rsimmons@centralmidlands.org. Fax: 803-929-2609. NO PHONE CALLS PLEASE.

For more information on the AAA / ADRC Program, please visit: http://cmcog.org/about/aging-services.html. Job offers are contingent on the verification of credentials and other information required by the application process including the completion of a background check, which includes criminal history.

CMCOG is an Equal Opportunity Employer