

## ADRC INTAKE SPECIALIST

### **Position Overview:**

The Aging Intake Specialist, under the direction of the Executive Director, the Director for Aging Services, and the Homecare/In-Home Services Supervisor shall be responsible for the Aging and Disabilities Resource Center (ADRC) activities of the Lincoln Trail Area Agency on Agency & Independent Living. The Aging Intake Specialist shall be responsible for initial intake and screening of phone inquiries and communicate with referral sources regarding the status of each referral. The Aging Intake Specialist shall enter data and generate reports from multiple data systems within the department. The Intake Specialist will maintain waiting lists and prioritize applicants for services.

### **Duties & Responsibilities:**

- Answer multi-line telephone, route calls, and take accurate messages.
- Answer calls from public and private agencies concerning programs, data and resources in the field of gerontology and individuals with disabilities.
- Interview and screen applicants to determine eligibility for program assistance.
- Process forms, correspondence and documents concerning program assistance.
- Assist case managers in program activities by processing forms, documents and correspondence concerning social service programs.
- Disseminate information and materials to applicants and clients concerning social service program activities.
- Prepare relevant status reports.
- Prepare program reports for submittal to appropriate funding sources.
- Operate a computer terminal to enter, store, retrieve and delete information in multiple data systems.
- Provide backup for billing services in the waiver program; billing will be completed monthly to maintain skills.
- File documents and client information.
- Type records, documents, forms, letters and related information.
- Perform other tasks as assigned by the Executive Director, Associate Director, and/or the Homecare/In-Home Services Supervisor.

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### **Education & Experience:**

- The Intake Specialist must have a high school diploma or equivalent, supplemented with two years of experience working with the elderly and individuals with disabilities. Must have a comprehensive knowledge of community resources and policy governing programs administered by the Aging Services department.

### **General Qualifications:**

- Must have thorough knowledge of programs for the elderly and individuals with disabilities, filing systems and computers.
- Ability to deal with clients, professional staff and community representatives.
- Ability to deal with stressful situations, multi-task and manage projects.
- Ability to display proper phone etiquette, time management and multi-phone systems.
- Ability to respect and maintain client confidentiality.
- Ability to communicate both in writing and orally.
- Ability to take direction and work as a team member.
- Ability to gather reports and compile for information accurately and meet deadlines.
- Submit to a Tuberculosis (TB) Skin Test or Screening annually. Screening costs will be covered by LTADD.
- Undergo CPR/First-Aid Training every two years. Associated training costs will be covered by LTADD.
- Complete DAIL Attendant Training annually at the time personnel evaluations are performed.
- LTADD is a drug free work place and an EOE, AA, ADA, Title VI employer. This position will require criminal background screening.

### **Work Site:**

Sitting behind a desk at a computer terminal for hours at a time. Must be able to efficiently keyboard and operate standard office equipment such as copiers and calculators.