



## Capital Area Council of Governments

### Job Description

**CAPCOG Title:** ADRC Information, Referral, & Assistance Navigator

**Division:** Aging Services - ADRC

**Reports to:** ADRC Program Manager

**State Title & Salary Grade:** Customer Service Representative III / A13

**FLSA Status:**  Exempt  Non-Exempt

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#### GENERAL DESCRIPTION

Performs non-supervisory human services work which requires familiarity with various government benefit and non-profit programs for older adults, persons with disabilities, and their caregivers. Work involves providing persons contacting the Aging and Disability Resource Center (ADRC) of the Capital area with intake, conducting effective assessment of individual needs, and providing application assistance for state long-term services and supports (LTSS) and providing referrals to community resources. May coordinate services with other agencies and internal/external service providers. Assists with training others. Works under moderate supervision with moderate latitude for the use of initiative and independent judgment. Telecommute on a limited basis can be considered at the discretion of the organization.

#### ESSENTIAL FUNCTIONS

Essential duties and functions may include the following. Other related duties may be assigned.

- Answers incoming calls and emails to the ADRC information, referral, and assistance (IRA) lines. Ensures calls and emails are answered at a rate commensurate with agency standards and contract requirements.
- Assists with walk-ins or appointment clients to the ADRC.
- Conducts person-centered consumer assessments and referrals to appropriate resources and benefits by screening and assessing consumer needs, providing technical assistance on programs and services, and providing descriptions of community services available to consumers and referrals to partner agencies. Continues ongoing follow-up as needed or requested.
- Assists clients with completing applications for HHSC long-term support services, including submitting applications to appropriate HHSC departments.
- Documents information, referral and assistance contacts, intakes, and screens accurately and timely per standards required by the agency. Assists in preparing reports based on the data entered the appropriate database.
- Maintains and updates resource data system that provides current and accurate information regarding services that serve the ADRC target population.
- Documents outreach activities per agency requirements.
- Participates in required training and meetings.
- Assists with surveys to help determine level of satisfaction with programs and services.
- Support outreach for ADRC programs and provide presentations to community and professional groups to coordinate, improve, and stimulate interest in the ADRC and support partner agencies.
- Assist clients in accessing ADRC-specific assistance programs, submit assistance requests, and maintain documentation for special projects, such as Austin Energy Financial Assistance Plus 1 program.
- Supports media events promoting ADRC activities, including TV, radio, photography, recordings, and social media.
- Assists in the development of program policies and procedures.
- Supports on-the-job training of other staff and volunteers.

#### GENERAL QUALIFICATIONS

Experience and education may be substituted for one another.

##### Education

Graduation from a standard high school or equivalent required. Bachelor’s degree in a human services field preferred.

**Experience**

- Minimum of one year of experience working within a consumer assistance field or social services field required; At least one year of experience in providing phone and/or direct social services assistance to consumers preferred.
- Ability to use MS Office products required; ability to use consumer data racking software preferred.
- Experience serving older adults and/or persons with disabilities preferred.
- Bilingual (English and Spanish) highly preferred.

**Knowledge, Skills, and Abilities**

- Knowledge of social services customer support standards and consumer needs assessment.
- Skills in the use of standard office equipment and software, including but not limited to MS Office products and shared database systems.
- Skills In effective oral and written communications, especially consumer support and documentation
- Skills in working with vulnerable adults and persons in high-stress situations.
- Ability to maintain consumer confidentiality and adhere to federal, state and agency regulations.
- Ability to provide for accurate and complete data records on consumer database system while speaking to consumers.
- Ability to develop and maintain positive relationships with social service professionals to support consumer access to services

**Physical Requirements**

<b>Remain in a stationary position</b> at a desk throughout the workday.	Constantly
<b>Stand and perform tasks</b> throughout the workday. May be stationary for periods of the day.	Seldom
<b>Move about</b> inside the office to perform different tasks of the position such as access the copy machine, file papers, or deliver mail to the reception area.	Seldom
<b>Coordinate precise movements of the fingers</b> to use office productivity machinery or perform intricate tasks.	Constantly
<b>Move objects</b> weighing up to designated # of pounds.	Seldom - 15 lbs
<b>Lift objects</b> from the floor and up onto a shelf or desk weighing up to designated # of pounds.	Seldom - 15 lbs
<b>Converse with others</b> both in person and over the phone.	Constantly
<b>View details at close range</b> (within one to two feet of the observer) and distinguish color-coded materials.	Seldom
<b>Move body into multiple positions</b> to perform different tasks such as in the following examples: under desks, between walls, around servers and furniture, or to retrieve files from the bottom or top drawers of file cabinets.	Seldom
<b>Performs duties in professional office environment</b>	Constantly
<b>Performs duties while exposed to conditions</b> of heat, cold, humidity, wind and/or rain.	Seldom
<b>Drives</b> a vehicle to perform CAPCOG business.	Seldom

**PHYSICAL REQUIREMENTS KEY**

- Never 0%   
  Seldom 0-30%   
  Regularly 30-60%   
  Frequently 60-90%   
  Constantly 90-100%
- Seldom would be up to 12 hours per week or 0 to 2.4 hours per day
  - Regularly would be 12 to 24 hours per week or 2.4 to 4.8 hours per day
  - Frequently would be 24 to 36 hours per week or 4.8 to 7.2 hours per day
  - Constantly would be 36 hours to 40 hours per week or 7.2 to 8 hours per day

*I have read and understand all aspects of this job description. I have discussed the duties with my supervisor.*

\_\_\_\_\_  
Employee Printed Name and Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Printed Name and Signature

\_\_\_\_\_  
Date