

**Lane Council of Governments  
Job Classification**

<b>Job Title:</b>	<b>Information &amp; Referral Screener</b>	<b>FLSA Status:</b>	<b>Non-Exempt</b>
<b>Division:</b>	<b>Senior &amp; Disabled Services</b>	<b>Range:</b>	<b>8</b>
<b>Reports To:</b>	<b>Program Supervisor</b>	<b>Last Revised:</b>	<b>November 2002</b>

**General Statement of Duties**

Provides information, referral and screening services for applicants; refers clients to appropriate intake process or community resource; schedules appointments; completes necessary forms; inputs information on computer.

**Supervision Received**

Work is performed under general supervision and work performance is evaluated through periodic checks and through the adequacy and timeliness of products and services provided and results observed.

**Supervision Exercised**

None.

**Resource Responsibility**

Limited to moderate responsibility for monetary or human resources.

**Distinguishing Features**

Positions assigned to the Information & Referral Screener are distinguished from the CEP Specialist by duties that require application of complex rules, regulations, and standards using higher-level technical skills.

**Essential Job Functions**

Provides information and referral services for the Senior and Disabled Services Division. Answers the direct in-coming phone lines for public inquiries; makes appropriate referrals as necessary.

Maintains a resource and information center to be accessed by staff and the public. Shares information and I & R updates with staff.

Performs initial screening of telephone calls for a variety of assistance programs; risk intervention, abuse and protective services; refers to appropriate unit or community resource.

Provides eligibility screening for seniors, disabled citizens, and caregivers for a variety of state and federal assistance programs, including food stamps and medical assistance, Title XIX, OHP, QMB, OPI, and OAA. Completes phone interviews with applicants to access financial and other circumstances and needs. Completes necessary forms.

Inputs information from client screening sheet to computer on CTS client tracking system.

Consults and coordinates with appropriate staff, other agencies, medical and service providers, caregivers, family members, and other interested people as needed.

Maintains up-to-date knowledge of agency, state and federal rules, regulations, policies and procedures; reviews manual releases and or memos for accurate processing; obtains clarifications as needed.

Prepares a variety of records and reports to meet program requirements.

### **Other Job Functions**

Provides back-up support to other positions and the office in case of absence or work overload.

Performs other related duties as assigned.

### **Working Conditions**

The work is performed primarily indoors requiring hand/eye coordination in the operation of office equipment. Work involves some travel to make home or facility visits with potential exposure to hostile persons, animals, diseases, unsanitary conditions, and traffic hazards.

### **Knowledge, Skills, and Abilities**

Knowledge of issues, problems, and concerns of senior citizens.

Knowledge of legal requirements, standards, regulations, policies and procedures related to programs for senior citizens.

Knowledge of community resources and services for the elderly.

Ability to communicate effectively with other employees, senior citizens, representatives of other agencies and the general public using tact, courtesy and good judgment.

Ability to maintain accurate, up-to-date records and to prepare reports.

Ability to work with accuracy and attention to detail to meet deadlines.

Ability to understand and execute oral and written instructions, policies and procedures.

Ability to operate standard office equipment such as typewriter, computer terminal, word processor, transcriber, calculator, and photocopier.

Ability to establish and maintain effective working relationships with employees, senior citizens, other agencies and the general public.

Ability to physically perform assigned duties.

### **Education and Experience**

High school diploma or G.E.D., and four years experience working in human service programs, preferably with the elderly and disabled; or any combination of education and experience which would provide the applicant with the skills, knowledge and ability required to perform the job.

### **Licenses, Certificates, and Other Requirements**

Valid Oregon State driver's license or the ability to obtain reliable transportation to a variety of sites in Lane County.