

# Columbia County Community Healthcare Consortium, Inc.

## Position Description

<b>Position Title:</b>	Greene County NY Connects Information and Assistance Specialist
<b>Job Class:</b>	Program Assistant
<b>Programs:</b>	Greene County NY Connects
<b>Reporting Location:</b>	411 Main Street, Catskill, NY 12414
<b>Reports to:</b>	Director of Programs
<b>FLSA Job Classification:</b>	Non- Exempt

### Position Summary:

The Greene County NY Connects Information and Assistance (I&A) Specialist works within the Greene County NY Connects Program, which is delivered from the Greene County Office for the Aging in Catskill, NY. An I&A Specialist assists individuals, their family members, and other caregivers who are in need of long-term services and supports. This work entails responding to inquiries, screening individuals to assess their circumstances and identify their unmet needs, and collecting and organizing information about the appropriate aging and disability resources that are available in and around Greene County. An I&A Specialist provides accurate information, education, support and referrals in a respectful, non-judgmental, and conflict-free manner. An I&A Specialist must be able to build rapport with individuals, elicit relevant information, effectively communicate via phone and in person, gather and record data, accurately assess individuals' needs and appropriately motivate individuals to follow through with referrals.

### Primary Functions:

#### A. NY Connects Information and Assistance (I&A) Specialist (100%)

1. Reliably staff the NY Connects Help Line as scheduled and during emergencies
2. Gather and record data from individuals
3. Screen for acute/urgent needs, health benefit status, intellectual and/or developmental disability, behavioral health (mental health and/or substance use) issues
4. Learn and understand public benefits (Medicare, Medicaid, SNAP, HEAP, etc.); assist clients with the application process when appropriate
5. Assess individuals' readiness for referral to services and ability to follow through on referrals
6. Identify and address potential barriers to accessing services
7. Distribute educational flyers & brochures, attend community events, and conduct other program outreach
8. Assist in maintaining and updating databases; enter data into PeerPlace in a timely manner; generate periodic reports as required
9. Work cooperatively with staff and existing and new I&A Specialists to provide best outcome for individuals

10. Serve as liaison between caller and local health & human service providers
11. Attend regular meetings of I&A Specialists and other meetings as required
12. Complete Person-Centered Training and other required trainings
13. Conduct periodic follow up evaluations with individuals
14. Conduct timely follow up to ensure service was rendered
15. Maintain off-site schedule
16. Maintain relationship with Office for the Aging (Department of Human Services) and the Independent Living Center as well as other agencies
17. Other duties as assigned

**Expectations of All Staff:**

1. Adhere to the mission and values of the organization.
2. Adhere to the policies and procedures of the organization.
3. Treat all clients with dignity and respect.
4. Maintain the confidentiality of clients and staff.
5. Maintain the safety of the workplace.
6. Follow directives.
7. Make prudent use of resources.
8. Display a cooperative attitude as a member of both a program team and the agency overall.
9. Be punctual and dependable.
10. Be flexible and accommodating.

# MINIMUM POSITION REQUIREMENTS AND WORKING CONDITIONS

## REQUIRED EDUCATION, EXPERIENCE AND SKILLS:

Education: High School Diploma or equivalent. Experience: Prefer one to three years of experience in the Human Service sector. Skills: Organizational, interpersonal, mathematical, analytical, customer service and advocacy, communication including writing with good grammar and spelling, reading/comprehending written instructions, and conveying/following verbal instructions, computer (Outlook, Excel, Word, internet), clerical (phone, fax, copier, scanner, postage meter, etc), and time management skills. Must be able to work independently and as part of a team/collaborate.

## OTHER REQUIREMENTS:

Check off all qualifications that are *required* for this position.

\* Those qualifications that are *preferred* may also be indicated putting an asterisk next to them.

## PHYSICAL REQUIREMENTS

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- Sedentary work--Prolonged periods of sitting and exerts up to 10 lbs force occasionally.
- Light work--Exerts up to 20 lbs force occasionally, and /or up to 10 lbs frequently.
- Medium work--Exerts up to 50 lbs force occasionally, and/or up to 20 lbs frequently, and/or up to 10 lbs constantly.
- Heavy work--Exerts up to 100 lbs force occasionally, and/or 50 lbs frequently, and/or 20 lbs constantly.
- Very heavy work--Exerts over 100 lbs force occasionally, and/or over 50 lbs frequently, and/or over 20 lbs constantly.

### The minimum requirements of this position require the individual to:

- Stand for up to \_\_\_ hr(s)/day
- Sit for up to 7 hr(s)/day
- Walk for up to \_\_\_ hr(s)/day
- Perform repetitive tasks/motions
- Distinguish colors
- Hear alarms/telephone/tape recorder/normal speaking voice
- Have good manual dexterity
- Have good eye-hand-foot coordination
- Have clarity of vision: Near (< 20"); Mid (>20" - < 20'); Far (> 20')

### Evaluate the requirements and activity percentage in time for this position based on the following:

1 - Not at all (0%); 2 - Occasionally (1 - 33%); 3 - Frequently (34 - 66%); 4 - Continuously (67 - 100%)

- |                             |   |
|-----------------------------|---|
| <u>1</u> Climbing           | <u>2</u> Reaching above head              |
| <u>2</u> Bending            | <u>2</u> Reaching above shoulder          |
| <u>2</u> Crouching          | <u>1</u> Twisting at waist                |
| <u>1</u> Squatting          | <u>2</u> Push/pull (up to <u>20</u> lbs)  |
| <u>1</u> Crawling           | <u>2</u> Lift/carry (up to <u>10</u> lbs) |
| <u>1</u> Kneeling           | <u>2</u> Lift from floor level up         |
| <u>1</u> Balancing          | <u>2</u> Lift from waist level up         |
| <u>1</u> Pulling with force | <u>1</u> Lift above shoulders/head        |

## OTHER REQUIREMENTS

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- |   |   |
|---|---|
| <input checked="" type="checkbox"/> Ability to work flexible work hours<br>(some evenings and weekends) | <input checked="" type="checkbox"/> Handles multiple priorities                 |
| <input checked="" type="checkbox"/> Manages stress appropriately  | <input type="checkbox"/> Manages conflict resolution                            |
| <input type="checkbox"/> Makes good decisions under pressure  | <input checked="" type="checkbox"/> Able to work alone/independently            |
| <input checked="" type="checkbox"/> Manages anger/fear/hostility/<br>violence of others appropriately   | <input type="checkbox"/> Able to work in areas that are confined and/or crowded |
|   | <input checked="" type="checkbox"/> Valid NYS Driver's License                  |

## WORKING CONDITIONS

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- |   |   |
|---|---|
| <input checked="" type="checkbox"/> Primarily indoors                   | <input type="checkbox"/> Exposure to extreme conditions, hot/cold |
| <input type="checkbox"/> Primarily outdoors                             | <input type="checkbox"/> Exposure to dust/fumes/gases             |
| <input type="checkbox"/> Combination of indoors and outdoors (50:50)    | <input type="checkbox"/> Exposure to moving mechanical parts      |
| <input checked="" type="checkbox"/> CRT (computer) monitor              | <input type="checkbox"/> Exposure to communicable diseases        |
| <input type="checkbox"/> Exposure to toxic/caustic/chemicals/detergents | <input type="checkbox"/> Exposure to excessive sunlight           |
|   | <input type="checkbox"/> Operating heavy equipment                |
|   | <input type="checkbox"/> OTHER:                                   |
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This position description was reviewed and approved as follows:

\_\_\_\_\_

Executive Director

\_\_\_\_\_

Date

This position description is effective on April 1, 2025.

#### EMPLOYEE RECEIPT/ACKNOWLEDGEMENT

By signing below, I acknowledge that the description for this position is not designed to cover or contain a comprehensive listing of tasks, activities, duties or responsibilities. Additionally, I acknowledge that management reserves the right to revise the position description and to require that other tasks be performed when the circumstances of the job change (for example, emergencies, and changes in personnel, workload or technical development).

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

I, \_\_\_\_\_, have received and reviewed the description for the position of NY Connects Information and Assistance Specialist. I understand the responsibilities of this position.

\_\_\_\_\_

Employee Signature

\_\_\_\_\_

Date