



JOB POSTING

Lifespan of Greater Rochester, Inc.

JOB TITLE: Intake Specialist
DEPARTMENT: Care Coordination
PROGRAM: Silver Line
SUPERVISOR: Director for Care Coordination
STATUS: Non-exempt, Full-time 37.5 hrs/wk

SUMMARY

The Intake Specialist for the Silver Line Program will receive calls from a dedicated phone line that supports the friendly calling/companionship needs of older adults. The Intake Specialist assists the caller through the Silver Line journey by providing initial telephonic support, brief assessment of needs and connection to a volunteer companion that provides a friendly caller service.

DUTIES AND RESPONSIBILITIES

- 1.0 Receive and process all Silver Line referrals
 - 1.1 Receive calls and administer program assessment tools telephonically.
 - 1.2 Use person-centered approach to communicate with older adult clients to determine their well-being needs and interest in being assigned a friendly caller.
 - 1.3 Assigns callers to the volunteer coordinator for volunteer matching. Provides necessary and helpful information from the initial call(s) to assist in a successful volunteer match.
 - 1.4 Triage calls and refers the older adult to NY Connects and other programs as needs are identified.
 - 1.5 Maintains a telephonic relationship with callers that need support while waiting for a volunteer match.
 - 1.6 Coordinates follow up with ABVI/211 for after hour calls.
 - 1.7 Document calls and assessment results in required database. Timely submission is necessary.
- 2.0 Training support
 - 2.1 Assists the Volunteer Coordinator with volunteer orientation and training, including strategies on handling difficult calls.
 - 2.2 Maintain up to date professional knowledge about issues that impact older adults, the risks associated with loneliness and isolation and importance of active listening skills.
- 3.0 Participates as a member of the Lifespan team
 - 3.1 Participates in all Lifespan staff meetings and trainings.
 - 3.2 Participates in all Silver Line Program meetings and trainings.
 - 3.3 Participates in Quality Assurance and Corporate Compliance activities.
 - 3.4 Accepts and seeks guidance and supervision.

QUALIFICATIONS

EDUCATION: Bachelor or Master of Social Work or equivalent degree.
EXPERIENCE: Two years in social work, with at least one year experience in geriatrics. Bilingual preferred but not required.

PHYSICAL AND MENTAL REQUIREMENTS

- A majority of the work is performed at a desk or at a personal computer station.
- Verbal, written and telephone communication skills are required.
- Strong written and computer skills needed.
- Interface with all levels of personnel.
- Ability to maintain composure in fast paced environment.
- Ability to successfully communicate with a diverse client population.

Apply on-line at: www.lifespan-roch.org (deadline to apply 1/13/18)

Our Agency does not discriminate against employees or applicants in the hiring, promotion, compensation, placement, termination, layoff, recall, transfer, leaves of absence or any other term or condition of employment on the basis of race, color, religion, sex, sexual orientation, gender orientation/identity, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran, domestic violence victim status, prior arrest and conviction records or any other protected category in accordance with applicable federal, state and local laws.