



GCRPC

GOLDEN CRESCENT REGIONAL
PLANNING COMMISSION

AGING & COMMUNITY SERVICES PROGRAM SPECIALIST I – AGING DISABILITY RESOURCE CENTER (ADRC)

<u>CLASS NO.</u>	<u>PAY GRADE</u>	<u>SALARY RANGE</u>	<u>FLSA STATUS</u>
416	9	\$16.73-\$22.09	Non-Exempt

GENERAL DESCRIPTION

Performs routine (journey-level) consultative services and technical assistance work, supporting the ADRC program in delivering resources and assistance to older adults, individuals with disabilities, low-income residents, veterans, and other vulnerable populations throughout the Golden Crescent region. This role involves planning, developing, and implementing the organization's Mobility Management program and provides person-centered counseling, benefits application assistance, and coordinating care for clients to ensure access to essential services. The Program Specialist also collaborates with community partners, provides guidance to program staff, and offers technical assistance to government agencies, community organizations, and the general public. The position operates under moderate supervision, with limited latitude for initiative and independent judgment

EXAMPLES OF WORK PERFORMED

- Provides person-centered counseling to individuals and families; helping identify and access resources such as healthcare, housing, transportation and financial assistance.
- Assists clients with completion of benefits applications, including State and Federal programs, and other social service programs.
- Conducts outreach and educational presentation to increase public awareness of services and available resources, while building partnerships in the community.
- Collaborates with local ombudsman and care facilities to aid in the transition of clients from institutional settings back into the community, ensuring coordination an person-centered assistance.
- Assists in the development of informational materials, guides, and resources that aid

clients and their families in understanding and navigating available services.

- Serves as a liaison to staff, government agencies, community organizations, or the general public to assist in explaining program specifics and requirements.
- Promotes, enhances, and facilitates access to transportation services, including integration and coordinating services for individuals with disabilities, older adults, and low-income individuals.
- Assists in the development of travel training—new training programs for individual users on awareness, knowledge, and skills of public and alternative transportation options available throughout the Golden Crescent region. This includes travel instruction and travel training services.
- Develops new ways to remove barriers for transportation to and from jobs and employment support services for individuals with disabilities in rural areas.
- Cooperates with area transportation service providers to insure optimum transportation opportunities for customers in light of mandates, regulations, and expectations.
- Assists clients in navigating housing options.
- Collaborate with community housing agencies and local organizations to develop and maintain a housing resource guide.
- Assesses client needs and identifies travel options.
- Analyzes routes and offers suggestions to be most cost effective to clients.
- Provides adequate training and knowledge of the different types of services available to Golden Crescent region residents.
- Assists with the review of program area operations to identify areas in need of change and assist with the development of plans to improve or address areas of concern.
- Attends seminars and workshops as needed and approved.
- Performs such other duties as may be assigned.
- Provides consultative support and technical assistance to program staff, government agencies, and community organizations regarding ADRC processes, resources and services.
- Provides information and connects clients with in-home support services, to support independent living in their own home.

GENERAL QUALIFICATION GUIDELINES
EXPERIENCE AND EDUCATION

- A Bachelor's Degree in Sociology, Transportation, Planning, Business, Education, or related field.
- Previous public transportation planning and client services experience preferred.
- Any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

KNOWLEDGE, SKILLS, AND ABILITIES

- Meeting/Working Group Facilitation
- Conflict resolution
- Research and Analysis
- Advocacy
- Skill in the use of standard office equipment and software.
- Bi-lingual preferred.
- Ability to respond to public inquiries in a timely manner; to implement administrative procedures; to interpret rules, regulations, policies, and procedures; and to communicate effectively.

By signing below I acknowledge that I have read this job description, and to the best of my knowledge, meet the required knowledge and skills for this position.

Name

Date