



ROCKY MOUNTAIN DEVELOPMENT COUNCIL, INC.
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POSITION ANNOUNCEMENT - Resource Specialist

Rocky's Agency on Aging Program is seeking applicants for a Resource Specialist. This position is a full-time (40 hours per week) position, Monday through Friday. The starting salary is \$18.79 per hour. Once the successful candidate has obtained the needed certifications in Information and Assistance and State Health Insurance Program, the hourly wage will increase to \$20.33 per hour, effective the first day of the pay period following completion of all certifications.

At Rocky, the wage is just part of your total compensation. Rocky's generous benefit package includes health, dental, vision, and life insurance, hearing aid benefits, Health Savings Accounts and Flexible Spending Accounts, Wellness Health Screenings, Retirement, 401K plan, and an Employee Assistance Plan. We also offer 13-14 paid holidays per year, sick and vacation leave equaling 5+ weeks in the first year! Retirement contributions begin after one year of employment and a 401k option is available upon hire (based on age).

The Resource Specialist counsels individuals and groups about Older Americans Act services. The primary services include Information and Assistance and SHIP (State Health Insurance Program). Other Older American Act services include Evidence-Based Programs, Homemaker and Skilled Nursing, Options Counseling, and Senior Medicare Patrol. The Resource Specialist serves adults 60 and older, adults with disabilities, family members, and caregivers regarding Medicare, Medicaid, Social Security, and other relevant human services. Topics covered include housing, transportation, home healthcare, employment, etc. The Resource Specialist guides older adults and people with disabilities as they decide what's best for themselves.

Minimum Qualifications:

Knowledge:

- familiarity with older adults, people with disabilities, and the human rights and responsibilities of both groups
- understanding of human services as well as public policies affecting older adults, adults with disabilities, and their caregivers
- a thorough understanding of Medicare, Medicaid, and private health insurance benefits and eligibility requirements
- working knowledge of volunteer management principles and practices
- well developed knowledge of customer service and teamwork

Skills:

- effective facilitation and relationship building skills with individuals and organizations
- well-developed skills in Analysis of problems and solutions.
- demonstrated skills interviewing adults to determine work skills and interests, motivations, talents, etc.
- effectively communicates verbally and in writing
- proven counseling skills
- highly developed public speaking skills
- excellent computer skills including being able to research answers to questions, to enroll clients online with Medicare, Medicaid, Social Security, etc., and to operate effectively and efficiently Word, Excel, Outlook, etc.
- well-developed time management.

Abilities:

- to stay true to the purposes of relevant public policies, to master the profession, and to act professionally while working with large caseloads, meeting deadlines, and establishing priorities under all conditions.
- to work independently with minimal supervision and as a team member.
- to establish and maintain cordial working relationships with co-workers and other agency staff.
- to develop effective working relationships with older adults and persons with disabilities, their caregivers, the public, and staff of other agencies, public officials, and advocacy groups.
- to assess and analyze client problems and solutions.

- to obtain and maintain certification by the State as an I&A/SHIP Counselor.
- to exercise professional judgment and discretion with sensitive client information and confidentiality
- to manage time demands and deadlines in a rapidly changing working environment
- to exercise proper professional judgment and discretion with sensitive client information and confidentiality
- to travel frequently

The above knowledge, skills, and abilities are typically acquired through the completion of a two-year degree or two years of professional experience with at least one year in aging, long-term care, and/or a related field. Other combinations of education and experience will be evaluated on an individual basis. Familiarity with existing social service systems serving older persons is a priority.

This position must successfully acquire two forms of certification required by the Montana Department of Public Health and Human Services. These are Information and Assistance and State Health Insurance Program certificates. Training consists of completing online modules, reading course materials, completing training workshops, and passing examinations for the certificates. In addition, the incumbent must complete continuing education approved by the Montana Department of Public Health and Human Services.

Application Process: Applicants must submit a signed, completed Rocky application, resume, and letter of interest. Applications are available from Rocky, and www.rmdc.net. Incomplete application materials will not be processed. Completed application packages **must be received by** the Rocky Human Resource Office, P O Box 1717, Helena, MT 59624-1717, and (200 Cruse Avenue, Helena, MT 59601). This position is open until filled. EEO