



Resource Specialist

Job Location:	Ketchikan	Department:	ADRC/DDRC
Schedule:	Full Time	FLSA Status:	Non-Exempt
Pay Range:	\$22 - \$25 /hour	Reports To:	Ketchikan Program Director

Summary of Position:

Performs a full range of “front door” administrative duties to assist seniors, caregivers, and people experiencing disabilities understand options for, and access to, long-term services and supports. This includes help accessing, Independent Living Services and Medicaid Waiver supports. Duties include but are not limited to meeting and greeting guests of the agency, answering a multi-line phone system to include main incoming lines, completing initial intake for consumers seeking support from the Aging and Disabilities Resource Center (ADRC) or the Developmental Disabilities Resource Connection (DDRC), information and referrals, assisting consumers completing paperwork, and general resource assistance including loan closets. Maintains and assists in development of flyers, brochures, newsletters, website and resource lists as needed to enhance communication with the community. Assists in preparation of routine correspondence, ordering office supplies, maintaining filing systems and office machines, contacting vendors, maintaining supply cabinets, printer cartridges, paper and other office and computer supplies.

Responsibilities and Duties:

- Provide information & referral individually or in group settings to people who have disabilities, seniors, family members, other agencies, etc.
- Complete Initial intake for ADRC/DDRC programs.
- Provide one-on-one supportive counseling and short term service coordination as needed to ensure successful linkage to needed services, to include transition from institutional care to home environment.
- Provide follow-up with individual and/or family members to ensure needed services are in place or to provide additional options as necessary.
- Enter data accurately into a data management system.
- Promote & publicize the DDRC and ADRC programs of SAIL.
- Assist Individuals to access Mini Grants and other financial resources when available.
- Carry out other duties as assigned

Skills and Experience Required:

- Embraces the Independent Living Philosophy, which arose out of the Civil Rights Movement and seeks equity, access and inclusion for individuals living with a disability.
- Excellent communication and people skills, specifically the ability to build trust, establish rapport, and help individuals and families navigate and understand available options and resources.
- Interest in learning two distinct programs, each with their own requirements and duties and ability to prioritize work between programs as needed.

- Serves as a role model for consumers of independent living.
- Ability to work independently and as a team.
- Ability to read and comprehend lengthy and complicated medical documents for the purpose of identifying key markers as it relates to program eligibility.
- Strong, professional written communication.
- Ability to work under pressure and meet tight deadlines.
- Expertise with personal computers, including database management.

Preferable, but not required skills and experience:

- Experience providing services to seniors and/or people with disabilities.
- Thorough understanding of human services delivery systems, including human services systems commonly used by people with disabilities and seniors, and other social service resources as well as state and federal benefits programs.
- Knowledge of rural Alaska lifestyle and challenges.
- Knowledge of Native Alaskan Cultures and traditional values.
- Personal experience with a disability and/or the independent living movement.
- Knowledge and experience working in the behavioral health field.

Core Competencies:

- Ability to be flexible
- Ability to communicate and work well with a variety of individuals
- Ability to manage multiple projects and meet deadlines
- Ability to manage stress Ability to problem solve situations as they arise Ability to work well in a team setting
- Sense of humor in a variety of situations
- A commitment to social justice and equity for those SAIL serves and the people we employ

Work environment

SAIL offers a family friendly work environment. All offices are casual. We encourage open and honest communication between team members. The work environment is positive and friendly.

Possible exposure to inclement weather; Southeast Alaska is located in a temperate rainforest. Rainfall is common at any time of the year. Snowfall can be heavy at times. Summers are marked by up to 18 hours of daylight while winter has as little as 6 hours of daily light.

Some travel may be required and flexible schedules can be considered depending on job requirements. SAIL is committed to developing and maintaining a diverse and inclusive workforce. **Applicants experiencing a disability are strongly encouraged to apply.** Southeast Alaska Independent Living (SAIL) is an at-will employer.