



Rio Grande Council of Governments Job Description

Title:	Program Specialist - Community Outreach	FLSA Classification:	Non-Exempt
Division:	Area Agency on Aging (AAA)	Class No.:	312
		Pay Group:	7

Summary of Position

Develops, coordinates, and conducts outreach and educational opportunities for residents within the Rio Grande service region regarding issues facing older adults and family caregivers.

Organizational Relationships

Reports to: AAA Director

Directs: This is a non-supervisory position

Other: Has frequent contact with the general public, organizations, government agencies, and Council of Governments staff.

Scope of Work

Essential Duties:

- Responds to community requests for information regarding agency resources, caregiver issues, Medicare benefits, and other available benefits or entitlement programs by providing informational presentations or through participation in community outreach events as requested;
- Coordinates and conducts education and training specific to family caregivers;
- Develops relevant and up-to-date family caregiver subject materials for use in educational and informational presentations to family caregivers;
- Provides information regarding Medicare benefits, other available benefits, entitlement programs, and legal rights;
- Provides direct information, referral, and assistance to internal programs or community resources;
- Maintains appropriate records with detailed documentation of activities provided within the division's client software system;
- Completes monthly reports on productivity;
- Attends meetings and conferences as required;
- Will be required to travel frequently within El Paso County, the RGCOG region, and the State of Texas; and
- Assists the AAA Division and performs other duties assigned by the AAA Director.

Responsibilities:

- Reports entry access problems, telephone system and information technology asset malfunctions, and any potential building hazards or faults per Rio Grande Councils of Governments policies and procedures, and
- Required to assist the public information officer (Executive Director) with open records requests.

Qualifications:

A Bachelor's degree in social sciences with four years of experience in providing services to the aging population;

Or any equivalent combination of education, experience, and training which provides the required knowledge, skills, and abilities.

Must be able to communicate effectively in both English and Spanish.

Must pass a background investigation.

Knowledge of:

- Family dynamics in the caregiving setting and basic knowledge of caregiver needs;
- Community services and resources for older adults and persons with disabilities;
- Medicare, Medicaid, other private insurance, Social Security, Supplemental Security Income (SSI); appeal processes for Medicare, Medicaid, and SSI; and food stamps, pensions, money management, and debtor's rights;
- Techniques for effective interpersonal communications;
- English usage, grammar, punctuation, and spelling;
- The practices of modern office procedures; and
- Microsoft Windows operating systems and Microsoft Office products such as Outlook, Excel, Word, and OneDrive.

Skills

- Public speaking;
- Possess strong listening skills and interviewing techniques;
- Be organized, efficient, and detail-oriented; and
- Strong writing skills.

Abilities

- Work independently;
- Identify available resources;
- Maintain required documentation and present complex issues to agencies and the public;
- Provide clear, concise oral and written communication;
- Follow oral and written instructions;
- Work in a fast-paced environment with a demonstrated capability to prioritize multiple tasks and meet deadlines; and
- Develop reasonable proficiency with all job functions and office equipment.

Every position at the Rio Grande Council of Governments requires the following professional skills and abilities as key and necessary elements of performance:

- Demonstrate regular and reliable attendance;
- Maintain effective interpersonal communications and exercise a calm and patient demeanor when dealing with staff, the public, other agencies, and vendors;
- Maintain strict confidentiality; and
- Project positive support for their division and the organization at all times.

Certificates and Licenses Required:

- Must have a valid driver's license and vehicle insurance.
- Responsible for completing any state-mandated training as required.
- Must become a Certified Benefits Counselor I within the first year of employment.
- It is preferred that the employee becomes a Certified Benefits Counselor II within the second year of employment.
- Maintain minimum required continuing education units.

Physical Demands: Performs tasks requiring both sitting and standing for extended periods, and may require walking for short periods at a time; may require occasional bending, stretching, reaching, twisting, kneeling, squatting, and extension of the arms; lifting or carrying of light to moderate equipment or supplies weighing up to 35 pounds; requires hand and finger dexterity sufficient to use computers and standard office equipment to perform assignments.

Work Environment: office setting and fieldwork

Job Location: RGCOG Main office located at 8037 Lockheed Drive, Suite 100, El Paso, Texas 79925

Equipment: computer, typewriter, copy machine, fax machine, and other office equipment related to job performance.

Note: The information contained is intended to provide a general description of the nature and level of work to be performed by employees and shall not be construed as an exhaustive and all-inclusive list of duties, responsibilities, skills, and requirements and is subject to change at the discretion of the Rio Grande Council of Governments.

**In accordance with the Americans with Disabilities Act (ADA), this job description does not take into account potential reasonable accommodations.*