

SENIORS FIRST, INC. JOB POSTING

BILINGUAL (ENGLISH/SPANISH) PROGRAM INFORMATION SPECIALIST

Job Summary: Screens service requests, completes intake and referral to Seniors First programs and gives information to callers on other services in the community. Fluent verbal Spanish and English. Bachelors of Social Work or related field, with one year experience in Human Service setting. Job related experience may be substituted for formal education.

SPECIFIC DUTIES AND RESPONSIBILITIES

- Receives most agency referrals and service requests, processes appropriate intake forms and applications.
- Screens for client eligibility for agency services.
- Treats clients, staff and others with dignity and respect.
- Refers clients to other community services including 211.
- Maintains informational data files regarding services.
- Assists with compilation of programmatic data for reporting purposes.
- Provides accurate and up-to-date information regarding community services for individuals, staff, and other agencies.
- Transmits messages to staff, as appropriate.
- Attends training, seminars, and staff meetings as required.
- Performs all other duties as assigned by supervisor.

OTHER RELATED FUNCTIONS

- Organized, detailed, able to multi-task.
- Customer service-oriented.
- Able to work in stressful situations and have the ability to react in a calming manner.
- Ability to determine emergency situations - abuse/neglect, food and shelter.
- Understanding of the elderly and/or disabled individuals.
- Working knowledge of MS Office Suite. Including but not limited to Word, Excel, and Access. Must be able to learn other software programs required by the department.

This is a full time position working Monday – Friday at 37.5 hours a week.

All applicants must be able to demonstrate ability to pass a pre-employment drug test and a Level 2 background screening.

Position Opens: February 13, 2018

Position Closes: March 13, 2018

All interested applicants should apply at: hr@seniorsfirstinc.org. Apply in person at Seniors First, Inc. 5395 L.B. McLeod Road Orlando, FL. 32811. Internal applicants see HR.

Seniors First is a... Drug Free Workplace, E-Verify/AA/EOE-F/M/Vets/Disabled

Qualified individuals with a disability have the right to request a reasonable accommodation to our paper application process. If you are unable or limited in your ability to complete the application as a result of your disability, request a reasonable accommodation by contacting, Human Resources, 407.292.0177 or hrlevel2@seniorsfirstinc.org, informing us regarding the nature of your request and providing your contact information. **Please do not direct any other general employment related questions to this email and/or phone number.** Only inquiries concerning a request for reasonable accommodation will be responded to from this e-mail address and/or phone number.