



Deep East Texas Council of Governments
& Economic Development District

Job Posting – October 23, 2023

POSITION: PROGRAM SPECIALIST I – AREA INFORMATION CENTER

REPORTS TO: DIRECTOR – AREA INFORMATION CENTER

DIMENSIONS: NON-SUPERVISORY POSITION

BASIC FUNCTION: Under general administrative direction to assist with the implementation of Title III programs and the provision of technical assistance to public and private agencies within the Deep East Texas State Planning Region pursuant to the provision of the Older Americans Act of 2000, and all relevant rules and regulations issued by the U. S. Department of Health and Human Services, the Texas Department on Aging and the Deep East Texas Council of Governments. This will include the operation and support for all related software programs integral to the Texas 211 and Area Information Center/211 and other related work as assigned.

DUTIES AND RESPONSIBILITIES:

- Identifies programs, services and innovations to meet the needs of the general public including older individuals or persons with disabilities and their caregivers.
- Provides information and referral to the general public regarding community health and social service resources.
- Provides client referrals to AAA and/or ADRC for Access and Assistance programs.
- May perform initial screening to determine potential eligibility for various social services.
- Under direction of AIC/211 Program manager, assists with the collection, recording, and publishing of regional service information into a coordinated, statewide database.
- Maintains data standards, including preparing and developing relevant software documentation, procedures, and definitions for data dictionaries relevant to AIC.
- Establishes and maintains contact with community social services organizations.
- Assists in dissemination of health and human service information to the general public.
- Maintains records and reports.
- Collects and disseminates pertinent materials, information, and recommendations to AIC management and staff.
- Participate in health fairs, neighborhood community activities, screenings, and special events as needed.
- Performs other related duties and responsibilities as may be assigned from time to time by the Director, Area Agency on Aging and/or the Area Information Center Program Manager.

KNOWLEDGE, ABILITIES AND SKILLS REQUIRED

- Knowledge of information and referral standards, objectives, methods, program policies and procedures.

- Knowledge of interviewing, problem-solving, referral, and public relations techniques.
- Ability to follow verbal instructions and detailed written procedures and instructions and to work independently in the absence of specific instructions.
- Ability to develop and maintain positive and effective working relationships with staff, clients, caregivers, medical and social service providers and the general public without regard to race, color, religion, sex, national origin, age, disability or any other characteristic protected by law.
- Ability to communicate effectively, both orally and in writing.
- Ability to plan, organize, direct, and coordinate multiple tasks.
- Ability to use computer programs and software and communication equipment.
- Sensitivity to the needs of individuals seeking information.
- Ability to work independently during non-traditional office hours.
- Ability to lift and/or carry objects up to 20 pounds on occasion.

EDUCATIONAL REQUIREMENTS:

- High School graduation, or its equivalent, plus at least one year experience in social services work, or
 - o Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

REQUIRED CERTIFICATIONS:

- Inform USA Community Resource Specialist (CRS) and/or Inform USA Community Resource Specialist - Aging and Disabilities (CRS-A/D)
 - o Required within 18 months of employment or as soon as eligible to take the Inform USA Certification Examination.

ADDITIONAL REQUIREMENTS, PERSONAL SKILLS AND ATTRIBUTES:

- Must have a VALID Texas driver’s license, proper vehicle insurance and use of vehicle to travel throughout the region
- Utmost professional and personal integrity
- Personal values consistent with the Deep East Texas Council of Governments.

WORK HOURS: Monday – Friday, 8:00 a.m. – 5 p.m. 30-hour week. (flex hours possible)

SALARY: \$13.50 to \$16.00 hourly

SPECIAL CONDITION OF EMPLOYMENT:

Salaries of the Deep East Texas Council of Governments are funded by various state and federal grants; therefore, employment is conditioned on the availability of such funds.

APPLICATION PROCEDURE:

Submit completed application and resume to the DETCOG Human Resource Director by one of the following methods:

- Email to: lsargent@detcog.gov
- Mail to DETCOG Attn: Personnel, 1405 Kurth Drive, Lufkin TX 75904

Application can be found online at www.detcog.gov under the “Notices & Resources:” tab.

APPLICATION DEADLINE:

Interested and qualified persons are encouraged to apply without delay. This position is open until filled.

DETCOG IS AN EQUAL OPPORTUNITY EMPLOYER