



Information Specialist

JOB PURPOSE

The 30th Street Senior Center is San Francisco's largest multipurpose senior center, with eight programs serving more than 6,000 seniors per year. We offer multiple programs for active seniors to carry out our mission to help seniors remain healthy, independent, and in their communities.

The Information Specialist provides assessment, information, referral and assistance to older adults and adults with disabilities and provides follow-up to ensure client needs are met. Collects, updates and shares information on community resources, performs outreach as necessary to meet specific goals and records all necessary data in a timely fashion.

Works in a team setting, collaborating with other agencies and the Institute on Aging (IOA) Information and Assistance Supervisor doing similar work, and integrating seniors and adults with disabilities into the services and programs of the 30th Street Senior Center. The Information & Resource Specialist position requires social service dedication, strong organizational skills and excellent people skills.

ROLES AND RESPONSIBILITIES

	Essential Function
• 1. Utilize quality customer service skills, conduct intakes and need assessment of all clients in order to provide them with information and/or referrals to agencies, resources, or services that match their needs.	X
• 2. Assist clients in accessing needed services and advocates on their behalf, including but not limited to contacting agencies on behalf of clients, filling out forms, writing letters, or making phone calls to set up or confirm appointments.	X
• 3. Provide clients with information and/or translation services. Refer appropriate clients to 30th Street program staff. Provide follow-up to confirm that clients obtain needed services	X
• 4. Collaborate with other agencies doing similar work and follow Aging and Disability Resource Center grant guidelines.	X
• 5. Establish contacts and maintain good working relationships with key personnel in other agencies, including community-based services providers and citywide providers.	X
• 6. Promote utilization of services by conducting outreach to businesses, groups and individuals: schedule and make presentations to various agencies as needed. Represent 30th Street Senior Center at relevant resource fairs	X
• 7. Complete proper documentation, data entry of reports, submit monthly service logs and reports as needed.	X
• 8. Participate in Senior Center program operation meetings and in-service trainings when possible and appropriate.	X
• 9. Perform other duties as assigned.	X

Supervisory Responsibility

Direct Resources
Managed

Indirect Resources
Managed

Core Values

Every member of our community must demonstrate and promote a commitment to On Lok's core values and the On Lok Healthcare Hospitality G.R.E.A.T. Practices for 5-Star customer service.

Compassion

We care for each other, our partners and the people we serve. We act with empathy, kindness and a desire to help.

Excellence

We set high standards and we strive to be the best we can be in everything we do. This takes integrity, quality, innovation, collaboration, skills and learning.

Resourcefulness

We steward resources in an effective and responsible way. We think creatively to solve problems and innovate.

Inclusivity

We create an environment of collaboration and respect the voices, experiences and interests of diverse cultures and society groups. Sense of belonging and dignity are experienced by all.

Healthcare Hospitality G.R.E.A.T. Practices for 5-Star Customer Service

G - Greet
R - Respect
E - Experience
A - Assist
T - Thank

REQUIRED QUALIFICATIONS

Education

Education Level	Education Details	
Bachelor's Degree	BA/BS degree	Or
H.S. Diploma	High School diploma	

Work Experience

Experience	Experience Details	
1-2 years	experience closely related to position, with Bachelor's	Or
2-4 years	experience closely related to position with High School Diploma	

Knowledge, Skills and Abilities

KSAs

- Bilingual Spanish/English
- Knowledge of services, facilities, and reimbursement sources available to older/disabled adults and their families
- Excellent verbal and written communication skills

FUNCTIONAL REQUIREMENTS AND WORKING CONDITIONS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions