

Title: Resource Center Update Generalist	Program: Community Services	Department: Community Services
Supervisor: Theresa Ragsdale, Call Center Supervisor	Supervisor Contact Info: tragsdale@missoulaagingservices.org (406) 728-7682	Minimum Commitment: 4 hours per month for 1 year (no work needed from September – December)

Missoula Aging Services' Mission Statement: Missoula Aging Services (MAS) promotes the independence, dignity and health of older adults and those who care for them.

Program Overview: The Call Center staff are available Monday through Friday to answer calls and questions, to make referrals, and schedule appointments. This service is especially helpful to adult children who are trying to assist their parents either locally or from a distance. Resource Specialists are able to prepare free packets of information on issues such as long-term care, estate planning, and Medicare and Medicaid. Books, CDs and DVDs are also available for loan. The Resource Center has access to more than 500 referrals and provides information and assistance to seniors, people with disabilities, their caregivers and other interested parties.

Key Responsibilities:

- Calling organizations to update and confirm their information from the Agency and Site/Program update reports.
- Taking the initiative to ask further questions about their services.
- Writing down any changes that need to be made to the organization's information and programs.

Qualifications:

- Interest in providing support to maintain quality referral resources.
- Positive attitude and dependability.
- Ability and willingness to learn.
- Interpersonal, organizational and communication skills.
- Ability to follow written and oral instructions.
- Ability to work cooperatively and independently with staff and volunteers.
- Ability to complete assigned tasks with minimal supervision.
- Must sign and honor confidentiality agreement.
- Maintain a high level of professionalism and confidentiality.
- Professional telephone etiquette.
- Excellent attention to detail.
- Must have clear handwriting.
- Completion of the volunteer application process at MAS.
- Criminal and Sex Offender background check required.
- Must be 18 years of age or older.

Benefits:

- Join the team of the Resource Center team to make a difference in your community by helping keep our available resources up to date.
- Be part of the solution to help older adults and those who care for them connect with community resources where it can have a positive impact on their lives by helping them make informed choices.
- Experience personal or professional growth as you learn the resources available in our community.
- Develop lasting relationships with other volunteers and staff.
- Opportunity to provide a direct service to staff of Missoula Aging Services.
- Work within a flexible time frame that best suits your needs.

Support: Resource Center Update Generalist will report directly to the Call Center Supervisor, who oversees the resource database. Resource Call Center Supervisor will work to create accommodating schedule, provide orientation to the program and training opportunities. Resource Specialists provide direct support. This position will also be supported by Resource Center Director and MAS Volunteer Coordinator.

Volunteers Needed: 2

Amount of Time – Minimum 4 hours per month for 1 year (no work needed from September – December)

Time of Day – Mornings or afternoons, Monday through Friday

Location: Missoula Aging Services: 337 Stephens Avenue, Missoula, MT 59801

Sustained Outcome: The Resource Center Update Generalist is a vital part of the Resource Center Team. The quality of the resource database and systems will be maintained with the assistance of the Resource Center Update Generalist. MAS Resource Center’s ability to maintain up to date, relevant, accurate information impacts the quality of life for older adults and those who take care of them. This position will provided valued support to staff and will allow the agency to achieve established goals and outcomes.

For more information, please contact Missoula Aging Services’ Volunteer Coordinator at #406.728.7682 / volunteer@missoulaagingservices.org. 1/2019

Signature of Volunteer

Date

Signature of Volunteer Manager

Date