**Resource Specialist**

August 2024

# Thank you for your interest in the Resource Specialist position with Missoula Aging Services, a premier employer, in beautiful Missoula, Montana. This is a full-time, 40 hour per week position on our Resource Center Team. The starting wage range for this non-exempt, fully benefited position is $21.00 per hour, depending upon experience and qualifications.

**Enjoy having your nights and weekends available to do what you like!** The Resource Center Team hours are Monday through Friday between 8 AM to 5 PM. Occasional use of a personal vehicle and travel within the Missoula community and surrounding area is required. You must maintain a valid MT driver’s license and vehicle insurance as required by MT state law.

**Instant job satisfaction in knowing your work is making someone’s day better.** Resource Specialistsperform varied professional tasks designed to link people with resources to meet their needs. These activities include providing quality internal and external customer service, answering and routing calls, as well as scheduling and conducting appointments to provide information about human services. Resource Specialists will assist with accessing services when necessary and advocate for older adults and people with disabilities.

Additionally, candidates shall have:

1. Working knowledge of customer service practices and principles.
2. Knowledge of disability rights and the Americans with Disabilities Act.
3. Knowledge of service coordination and community resources for persons with disabilities and aging support services, including SSI/SSDI, Medicare/Medicaid, housing subsidy programs, energy assistance, food stamps and other relevant benefits programs.
4. General knowledge of the social dynamics of disability and aging and working knowledge of human service resources within Missoula County.
5. General knowledge of the Alliance of Information and Referral Systems (AIRS) standards.
6. Considerable skill in providing excellent customer service, conducting assessments to provide information and assistance, and oral communication and public speaking skills.
7. Average skill in the operation of a personal computer, common computer applications including Microsoft Office Suite, and operating multi-user phone system and basic office equipment (fax machine, printer, etc.).
8. Ability to successfully attain Montana certifications in the following areas: Reverse Annuity Mortgage, Information and Assistance, and the State Health Insurance Program counseling.

The preferred knowledge, skills and abilities described above are typically acquired through the completion of a relevant Bachelor’s degree (e.g., human services, social work, psychology, nursing, gerontology) and two (2) years of relevant experience *OR* a suitable combination of education and experience. Volunteer work may be considered in evaluating work experience. Experience working independent of direct supervision and in the community, experience working with plans, policies, and procedures of an organization, and following regulations of local, state, and federal agencies preferred.

Qualified candidates must submit a **cover letter and resume** to be considered.

**For more information or to apply directly:**

Visit the Missoula Aging Services website – <https://missoulaagingservices.org>

* Click on “About Us - Careers” (top of page)

Submit your cover letter and resume to hr@missoulaagingservices.org

**Benefits:**

* Missoula Aging Services is part of Missoula County’s benefits plan, providing excellent health, dental, vision, group life & long-term disability insurance (available first of the month following 60 days after hire).
* Paid Time Off, Holidays & Paid Extended Leave
* Retirement (with matching contributions after one year of service)
* Employee Assistance Program (EAP)
* HSA/Flex
* Wellness Plan
* Flexible Scheduling

Missoula Aging Services is an equal opportunity employer. We consider applicants for all positions without regard to race, color, religion, gender, national origin, age, marital status, sexual orientation or veteran status, the presence of a non-job-related medical condition or disability, or any other legally protected status. Please advise us if accommodation is needed to participate in the application or interview process.

**MISSION**

Missoula Aging Services promotes the independence, dignity, and health of older adults and those who care for them.

## **VISION**

Missoula Aging Services is the voice of older adults. We provide programs and services in our communities, empowering people to age with confidence and without fear.

**VALUES**

**To make our mission and vision a reality, we practice the following:**

* In working with each other and the community, we follow our Guiding Principles and core values which are Integrity, Communication, Accountability, Respect and Safety.

**To support our mission:**

* We are person-centered in working with our clients.
* We respect a person’s autonomy within their capacity to remain independent.
* We believe that diversified funding creates a healthy and sustainable organization.
* We recognize the value of services we provide to aging adults, to veterans and to people with disabilities.
* We determine what and when services should be fee for service based on established criteria.
* We listen first. We believe that hearing from the people guides our direction.
* We are inclusive and non-partisan, listening to the minority and the majority.
* We are respectful in our communication and our behaviors – individually and collectively.
* We recognize that lack of awareness can lead to underserved aging adults.
* We believe that collaborative strategies can result in effective and efficient efforts and partnerships.
* We believe that volunteering provides a positive experience for the volunteers and those we serve.
* We honor and value our volunteers, respect their wisdom, experience, and engagement.
* MAS volunteers and clients are excited, enriched and valued through community service opportunities.

**DIVERSITY STATEMENT**

Missoula Aging Services welcomes and values all persons and embraces diversity among our staff, clients, and others whom we serve. We are committed to fostering, cultivating, and preserving a culture of diversity, equity, and inclusion.