

**POSITION TITLE:**           **Options Counselor**

**DEFINITION:**           The objective of the Options Counselor is to enable older persons to locate and use services and resources which promote their well-being, independence, and encourage self-determination.

**JOB SUMMARY:**           The Options Counselor is the first contact point for telephone and walk-in people who have questions about services for the older adult. The Options Counselor actively participates as a member of a team, performing intake screenings, follow-up and advocacy calls and is responsible for keeping complete and accurate documentation. The Options Counselor evaluates participants to determine their eligibility for service.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Interview callers to obtain information, assist client needs and provide appropriate information and referrals.
- Screen and forward clients to appropriate agency staff specialists.
- Schedule outreach presence in the Coopersville area.
- Attend and participate in Options Counselor networking meetings and network with the same.
- Educate community outlets including local corporations, churches and organizations about available resources.
- Keep current on service and program opportunities.
- Contribute to strengthening the web/social media content of the agency.
- Maintain monthly reporting requirements.
- Pursue Information and Referral certification.
- Other related tasks as requested by Executive Director.

**QUALIFICATIONS AND EXPERIENCE REQUIRED:**

- Requires a Bachelor's degree in a human service field, or an Associate's degree and at least 2 years' experience in related area.
- Ability to work with minimal day-to-day supervision.
- Excellent communication skills, including ability to respond to callers with patience, objectivity and nonjudgmental attitude.
- Willing and able to learn and retain information.
- Demonstrated ability to problem-solve and multi-task.
- Ability to work well in a team, good interpersonal skills.
- Ability to type, computer literate and familiar with MS Outlook, Word and Excel.
- Resourceful ability.
- Fast thinking and solution oriented with a positive mental attitude.
- Posses a valid driver's license and have use of insured motor vehicle.

**Position reports to:**       Executive Director

**Position Status:**         Part-time, 26-32 hours per week, four day schedule  
Non-Exempt Hourly Position