**Job Title:** Senior LinkAge Line®/MBA Case Aide

<table>
<thead>
<tr>
<th>Department: Senior LinkAge Line®</th>
<th>FLSA Classification: Non-Exempt</th>
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<tbody>
<tr>
<td>Grade:</td>
<td>Location: Slayton</td>
</tr>
<tr>
<td>Status:</td>
<td>Reports to: Contact Center Coordinator</td>
</tr>
<tr>
<td>Prepared by: Pam Mailander RN</td>
<td>Effective Date: 01/19/2016</td>
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**JOB SUMMARY**

Provide Administrative Assistance and Case Aide support to MNRAAA Senior LinkAge Line® staff and staff at the Minnesota Board on Aging.

**ESSENTIAL DUTIES & RESPONSIBILITIES** include those listed below. Other duties must be performed as otherwise assigned.

<table>
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<tr>
<th>% Time Spent</th>
<th>Responsibilities</th>
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<tbody>
<tr>
<td>30%</td>
<td>1. Act as a case aide for the Minnesota Board on Aging (MBA) completing projects as assigned by MBA staff. Tasks may include data entry, research and other administrative activities as assigned.</td>
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<tr>
<td>15%</td>
<td>2. Enter client data into Web Referral following designated protocols.</td>
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<tr>
<td>15%</td>
<td>3. Complete research and mailings to Senior LinkAge Line® consumers and service providers as requested including Resource House referrals and prescription assistance programs.</td>
</tr>
<tr>
<td>15%</td>
<td>4. Prepare, word process and edit letters, memos, reports and other clerical work as assigned in a timely, neat and accurate format.</td>
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<tr>
<td>10%</td>
<td>5. Assist Specialists with Medicare Plan Finder Tool Research and mailing results to consumers, documenting assistance in Web referral as per protocols.</td>
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<tr>
<td>5%</td>
<td>6. Document activities and mailings on the Extranet Calendar for Senior LinkAge Line® staff.</td>
</tr>
<tr>
<td>5%</td>
<td>7. Provide training and mentoring to Information and Assistance Specialist seasonal staff on use of Revation, Web Referral and Extranet.</td>
</tr>
<tr>
<td>5%</td>
<td>8. Share information gained about new services and gaps in services with appropriate MNRAAA staff. Participate and maintain training developed by the Minnesota Board on Aging, including Core Body of Knowledge and other applicable training. Report suspected vulnerable adult situations to Common Entry Point within 24 hours.</td>
</tr>
</tbody>
</table>
SCOPE OF RESPONSIBILITY

Provide support to Senior LinkAge Line® Information and Assistance Specialists, Community Living Specialists, Return to Community and Senior Outreach Specialist staff. Assist other staff during peak workloads and short-deadlines. Provide support to the Minnesota Board on Aging staff.

MINIMUM QUALIFICATIONS

1. Education and experience
   Two year Associates degree in office management or related field. Six months or more experience and expertise in Microsoft Office products, data entry and office management.

2. Other required Knowledge, Skills, and Abilities:
   o Knowledge of:
     o Proper English usage, grammar, punctuation, spelling and vocabulary.
     o Needs of older adults, people with disabilities, caregivers and long-term care systems and supports.
     o Proper telephone etiquette and contact center communication techniques.
     o Effective phone-based, in-person, and listening and assessment techniques.
     o Organization and prioritization techniques

   o Skills Needed:
     o Microsoft Office Suite, such as Word, Excel, Internet for professional purposes, and web-based programs.
     o Interpersonal skills as applied to interaction with individuals from varied backgrounds, viewpoints and experience levels, including co-workers, clients, etc.
     o Self-motivation, initiative, dependability, flexibility, attention to detail and sound judgment when making decisions or seeking input and direction.

   o Ability To:
     o Adhere to MNRAAA policies and procedures and Minnesota Board on Aging’s Standards and Assurances for Senior LinkAge Line®.
     o Think critically and strategically; work innovatively, independently and as a team; handle multiple projects simultaneously.
     o Communicate effectively in both verbal and written forms with staff, partner organizations and diverse community members; have strong public relations’ skills.
     o Exercise good judgment with balance of independent action and adequate communication with Contact Center and Outreach Coordinator and others.
     o Add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.
     o Maintain client and organizational confidentiality.

EQUIPMENT USED

   o Computer
   o Printer, fax machine
   o Calculator
   o Telephone (VOIP)
   o Projector
MENTAL & PHYSICAL DEMANDS/WORKING CONDITIONS

Work requires attention to detail; management of competing tasks and demands and adherence to meeting deadlines and standard practices, policies and procedures.

There is regular sitting, standing, walking, reaching, bending, twisting, pushing, pulling, kneeling, grasping, feeling, talking, hearing/listening, seeing/observing, repetitive motions, and finger movement. On occasion, the ability to lift and carry up to approximately 25 pounds on a non-continuous basis is required.

Work is performed primarily in the office, may include close proximity to others, and occasional off-site meeting locations. Occasional driving and overnight stays may be necessary.

The job description does not constitute a written or implied contract of employment. The Minnesota River Area Agency on Aging® Inc. reserves the right to revise or change job duties and responsibilities as the need arises. Requirements are representative of minimum levels of knowledge, skills, and experience required.