COMMUNITY RESOURCE SPECIALIST-AGING/DISABILITIES
(CRS-A/D)

JOB TASK ANALYSIS

This Document represents a delineation of the primary Domains and their associated Tasks (T), together with the Knowledge/Skills (SK) applied by Community Resource Specialists - Aging/Disabilities in the practice of their profession.

Community Resource Specialists - Aging/Disabilities are human service professionals whose skills in communication, problem-solving, and creative thinking provide the critical link between client needs and community, health, and social services. They respect and support client rights to self-determination as they provide information, assistance, referral and advocacy for older adults, persons of all ages with disabilities, and their caregivers. Although I&R provision remains their core role, nearly all practitioners are involved in providing additional help at the point-of-contact such as eligibility assessment, service coordination, application assistance, appointment setting, and needs assessment. These roles also involve practitioners drawing upon a wide range of techniques such as person-centered counseling, trauma-informed care, motivational interviewing, and options counseling.

Domain I – Rapport (18%)

T-1   Establish and maintain rapport with clients and community partners by welcoming them according to their preferred mode, level, and style of communication, explaining your role as a Community Resource Specialist, actively listening, and responding in a manner and tone appropriate to the situation.

Domain II - Screening and Assessment (18%)

T-1   Determine the nature of the call (e.g., information provision, information and referral/assistance, eligibility screening, crisis), problem/need(s), and the emotional state of the client.

T-2   Explain the need for and obtain demographic and other information relevant to the client's situation and presenting problem.

T-3   Determine the need for additional information gathering and service provision (e.g. home visit, evidence-based risk screening, Options Counseling).

T-4   Determine the actions previously taken, if any, assistance previously received, and the results of the actions and assistance in order to refine the list of possible resources and the assistance that may be needed.

T-5   Explore, when appropriate, to see if there is a more serious underlying or unstated problem (including in those situations where an individual is requesting some specific information without identifying a need).

T-6   Evaluate the client's resources (e.g., personal, family, financial, technological), strengths, goals, potential barriers, preferences, and ability to effectively act on referrals in order to facilitate self-advocacy and determine the need for additional assistance and advocacy.

T-7   Review, clarify, and confirm the assessment information with the client and make changes as necessary

Domain III - Identification of Available Resources and Preferences (18%)

T-1   Work with the client to prioritize needs and goals, and identify appropriate available resources based on the previous evaluation of personal strengths, resources, and preferences.

T-2   Work with the client and engage in problem solving to address situations where there are no available services/resources, where they are insufficient or where there are long wait lists.

Domain IV – Information, Assistance, Referral and Advocacy (18%)

T-1   Describe and explain to the client the available options and their associated requirements and responsibilities in terms of the client's priorities, goals, and preferences.

T-2   Determine the level of assistance and advocacy needed in order to help the client act on the selected options. This may involve assessing the client's resources and capacity to use technology in order to help determine the level of assistance and advocacy needed for the client to access needed and preferred services.

T-3   Obtain client agreement on roles, permission to assist and advocate as needed, release of information if required, etc. in order to permit action on selected options.

T-4   Implement assistance and advocacy decisions in collaboration with the client, family, caregivers, providers, etc. in order to obtain needed and preferred services.

T-5   Complete the contact by reviewing and summarizing with the client the information given, options selected, action plan, and follow-up plans, if applicable. (The continuation of the original rapport should ensure the client will re-contact your service if future help is required.)

Domain V - Documentation (11%)

T-1   Complete the record of the current contact, and contacts made on behalf of the client by obtaining additional information, if necessary, and documenting assessment and demographic information, and any required outcomes, client notes, follow-up notes, etc.

Domain VI - Follow-up (5%)

T-1   Contact the client as appropriate and with their consent to determine current status of situation, if needs were met, if the referrals were contacted and proved appropriate, and/or if additional assistance and referral is required (i.e., what happened, what didn't happen, what changed, if needs still remain, if new needs have arisen, and agreed upon next steps).

Domain VII – Disasters and Emergencies (7%)

T-1   Provide I&R service before, during, and following a disaster or other emergency, with the skills to respond effectively to people in crisis and remain flexible in a rapidly changing environment. This includes an understanding of the emergency response service delivery system, and the types of services needed for the populations served (i.e., older adults, people with disabilities, caregivers) in disasters, emergencies, and crises.

T-2   Implement assistance and advocacy decisions in collaboration with the client, family, caregivers, providers, emergency response services, etc. in order to obtain needed and disaster related services.

Domain VIII - Ethics, Professional, and Legal Issues (5%)

T-1   Community Resource Specialists - Aging/Disabilities provide services in a manner consistent with the *Inform USA Standards and Quality Indicators for Professional Information and Referral,* with *Inform USA Ethical Principles for Community Resource Specialists*, and with key federal and state legislation authorizing programs and protections for clients served (e.g. including but not limited to, the *Older Americans Act*, the *Rehabilitation Act*, the *Americans with Disabilities Act*, and the *Olmstead Decision)*.

T-2   Community Resource Specialists - Aging/Disabilities follow the requirements of mandatory reporting laws and ethical responsibilities (e.g., elder and child abuse, abuse of adults with disabilities, domestic violence, suicidal/homicidal ideation), and other legal and ethical requirements and responsibilities (e.g., privacy legislation, client confidentiality, conflict of interest, surrogate decision making, client self-determination, ADA).

T-3   Community Resource Specialists - Aging/Disabilities engage in professional development activities to continuously improve the quality of the services they provide.

T-4   Community Resource Specialists - Aging/Disabilities maintain a high level of self-awareness, understand stress and its potential effects on serving clients as well as tools and resources to respond to internal and external stressors.

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Knowledge/Skills Summary

K/S-1   Techniques for establishing and maintaining rapport with clients, caregivers, and community partners (e.g., empathy, information sharing, validation, sensitivity, receptivity/leadership)

K/S-2   Active listening techniques (e.g. patience, responsiveness, paraphrasing, supportive silence)

K/S-3   Techniques for recognizing and appropriately responding to cultural, ethnic, aging, gender identity and preference, disability, and other demographic differences

K/S-4   Knowledge of programs/resources available to diverse aging and disability populations (e.g., LGBTQ, diverse racial and ethnic backgrounds).

K/S-5   Techniques for responding to emotional needs of clients (e.g., empathy, de-escalation, reassurance, support)

K/S-6   Techniques for working with clients during challenging interactions

K/S-7   Knowledge of communication changes, styles, and needs including but not limited to traumatic brain injury, dementia, developmental disabilities, etc.

K/S-8   Preferred modes and styles of communication (e.g., electronic communication, social media, interpreters, assistive technology)

K/S-9 Techniques for effective questioning (e.g., open-ended and clarifying questions)

K/S-10 Interviewing techniques, including motivational interviewing when applicable

K/S-11 Knowledge of signs and symptoms of crisis situations and abuse, neglect, and exploitation

K/S-12 Techniques for de-escalation, brief crisis intervention and warm transfer to crisis intervention services

K/S-13 Available community resources and services and their key information elements (e.g. eligibility, documentation required, application method, location, hours of operation, languages of service, transportation access, private payment options)

K/S-14 Principles associated with client confidentiality

K/S-15 Knowledge of government programs and services (e.g. Medicare, Medicaid, veterans, state, local)

K/S-16 Basic knowledge of surrogate decision makers (e.g. power of attorney, guardianship, advance medical directives), supported decision making and associated processes/documentation

K/S-17 Awareness and acceptance of older adults, individuals with disabilities, and caregivers, including the risks and challenges they face, and their preferences

K/S-18 Awareness of resources that support physical and mental health, aging, chronic diseases, and disabilities

K/S-19 Techniques for obtaining additional information on older adults, individuals with disabilities, caregivers, chronic diseases, disabilities, etc.

K/S-20 Techniques for assessing client readiness and ability to act

K/S-21 Techniques for empowering individuals to take action for themselves

K/S-22 Techniques of person-centered thinking, planning, and counseling

K/S-23 Techniques for trauma-informed care

K/S-24 Techniques for effectively searching community resources

K/S-25 Techniques for helping clients explore options, including the concepts within Options Counseling

K/S-26 Principles of self-direction

K/S-27 I&R agency policies and codes of ethics

K/S-28 Documentation techniques

K/S-29 The nature and uses of I&R data and data reporting

K/S-30 Mandatory reporting requirements (e.g. abuse, neglect and exploitation)

K/S-31 The *Inform USA Standards and Quality Indicators for Professional Information and Referral*

K/S-32 Knowledge of key federal and state legislation authorizing programs and protections for clients served (e.g. including, but not limited to, *the Older Americans Act, the Americans with Disabilities Act, the Rehabilitation Act, and the Olmstead Decision*).

K/S-33 Techniques of conflict management, negotiation and mediation

K/S-34 Signs of stress and its effects

K/S-35 Signs of PTSD and its effects

K/S-36 Professional development and continuing education activities

K/S-37 Stress management and self-care techniques

K/S-38 Techniques for collaboration during disasters and emergencies to effectively advocate for clients and understand available disaster resources