



COASTAL BEND COUNCIL OF GOVERNMENTS

AAA/ADRC Resource Specialist(s)

Full-time/Salary & Benefits

Salary Range: \$45,000 to \$50,000

CBCOG seeks an **empathetic, resourceful team player** for a full-time role providing information, referral, and assistance to older adults, individuals with disabilities, and their families/caregivers. Screens needs, helps determine potential eligibility, and connects clients to appropriate community resources and supports—including assistance with utility bills and transportation options. Maintains accurate, confidential documentation in applicable data systems and supports outreach activities across the 11-county service region.

Key Responsibilities

This role relies on **strong teamwork** and close coordination with colleagues and community partners to deliver consistent, high-quality support. **Punctuality and dependable attendance** are essential to maintain service coverage and meet time-sensitive client needs. The Resource Specialist must also maintain **timely, accurate data entry** and documentation in applicable systems in accordance with department procedures.

- Provide internal and external customer service by answering phones and responding to electronic and in-person inquiries; greet and assist clients and route inquiries to appropriate staff.
- Screen clients, assess needs, and assist with determining eligibility; conduct follow-up contacts to confirm services were received and identify additional needs.
- Assist clients with access to support services (e.g., utility assistance programs, transportation options, and other community-based supports) by providing information, helping gather required documentation as appropriate, and making referrals to partner agencies.
- Maintain accurate, timely documentation of information/referrals, counseling activities, demographic information, and units of service in applicable data systems (e.g., PeerPlace) in accordance with department procedures.
- Conduct outreach and public education to older adults, people with disabilities, and caregivers regarding available community resources and AAA/ADRC services; support and coordinate community events, presentations, and workshops.
- Prepare and distribute materials; perform data entry, compile statistics for reporting, and maintain program records.

Qualifications

A comparable combination of education and progressively responsible experience may be accepted in lieu of the stated requirements.

- Strong verbal and written communication; customer service/interpersonal skills; organization, attention to detail, and time management. Ability to interpret and apply rules and regulations related to federal programs and aging/disability services; ability to work independently with minimal supervision.
- Proficient with Microsoft Office (Word, Excel, PowerPoint) and standard office equipment; accurate data entry and recordkeeping skills.



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- Education/Experience: Some College with coursework in social work, gerontology, sociology, psychology, community health or related field; and 1–2 years of relevant in aging/disability, social services, human services, or a government agency.
- Bilingual English/Spanish preferred.
- Valid Class C driver’s license required (Texas Class C within 30 days of employment if applicable) and ability to travel locally.
- Certification/Training: Must complete required training and demonstrate competence in the field of Information, Referral, and Assistance, including obtaining/maintaining a Certified Information, Referral, and Assistance Specialist credential within required timeframes as assigned by supervisor and program requirements.

Physical Requirements

- Light physical effort (lifting to 10 lbs., stairs.)
- Office-based with occasional travel to various locations.

Benefits

- CBCOG offers a competitive benefits package that supports your health, financial well-being, and work-life balance, which may include:
- Medical, dental, and vision insurance options
- Retirement plan participation (as applicable)
- Paid time off and paid holidays
- Employer-paid and/or voluntary life insurance options (as available)
- Opportunities for training and professional development, including required credentialing.

How to Apply

Submit a cover letter and resume to:

Amy Kiddy Villarreal
AAA/ADRC Director

Avillarreal@coastalbendcog.org

About CBCOG

The **Coastal Bend Council of Governments (CBCOG)** is a regional planning organization that supports collaboration among local governments across the Coastal Bend. Through coordinated planning and technical assistance, CBCOG helps communities address shared priorities—such as community development, emergency preparedness, infrastructure and transportation planning, and quality-of-life programs.

The **Area Agency on Aging/Aging & Disability Resource Center (AAA/ADRC)** is a department of CBCOG and the designated Area Agency on Aging for the region. AAA/ADRC serves as a “no wrong door” entry point by providing information, referral, and assistance and coordinating community-based supports that promote dignity, independence, and informed choice—especially for individuals with the greatest social and economic need.