

7545 Staffing

(a)

The I&A providers shall recruit management and staff who are experienced in information and assistance services and who demonstrate the ability to: (1) Communicate clearly, both orally and in writing, to older individuals and to organizations in the community. (2) Understand and assess the needs of older individuals in delivering I&A services. (3) Inform older individuals of the services available and assist them in utilizing these services.

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Understand and assess the needs of older individuals in delivering I&A services.

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Inform older individuals of the services available and assist them in utilizing these services.

(b)

The I&A providers may use volunteers to augment, but not to replace, paid staff.

(c)

The I&A provider shall have: (1) Staff to perform the following services: (A) Maintain the resource file specified in Section 7531 and keep the information

current. (B) Provide information and assistance to inquirers. (C) Follow-up in cases where referrals have been made. (D) Collect statistical data on clientele to document the types of referral services that are in highest demand. (2)

Management and supervisory staff to perform the following: (A) Determine number of staff, including paid staff and volunteers, required and the hours staff shall work. (B) Train paid staff and volunteers on job duties. (C) Implement personnel policies and practices, including personnel evaluations of paid staff and volunteers at least annually. (D) Provide new paid staff and volunteers with an orientation in federal law and I&A principles.

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(d)

The I&A providers shall establish personnel policies which shall, at a minimum, include all of the following: (1) Hiring policies which shall include a formal screening and selection process. (2) Written job descriptions for each staff position outlining the knowledge and skills required, the job duties, and the lines of supervision. (3) Annual evaluations of paid and volunteer employees' job performance. (4) Orientation and training opportunities for staff. (5) Provisions for the reimbursement of out-of-pocket expenses incurred while paid and volunteer employees are performing the job duties.

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