



What is the day in the life like at your job?

As an Information and Assistance Counselor, I offer a direct connection to services available to older adults and adults with disabilities in the middle Tennessee area. With one phone call, I can assess the specific needs of an individual and provide a range of options that allow them to choose the support they need to protect their quality of life. I provide guidance in finding services in the community that can meet their needs.

What do you love about your job?

Speaking to individuals from all walks of life and hearing them say, "Thank you, you've truly helped me today" before ending our phone call. My co-workers are wonderful too!

What is challenging about your role?

Not having the power to expand healthcare/health insurance for all. (ex: the power to increase funding and less restrictions to receiving health services/insurance, Medicare, and Medicaid).

8What are the benefits of working in this field?

Each day you are making a progressive difference a life or lives.

What experiences did you have that prepared you for this role?

Pre-graduation and post-graduation, I have always worked in the field of hospitality or social services. Each experience provided the opportunity to interact and serve diverse groups.

What do you see happening in the future for these types of careers?

There will always be a need for health services and assistance with connecting or navigating through the maze of services.

What should a student know about your field?

Social and Health services are broad industries, there are many areas of expertise to choose from and will always have a job... even if COVID strikes 😊.

What advice do you have for a student considering a career in your profession?

Creating balance between work and life is necessary. Make sure as you are pouring out to help others, you are also being poured in to, to prevent burnout.