




ADRC Options Counselor
Area 2 Agency on Aging / REAL Services, Inc

Department: ADRC/Intake

Reports To: Intake Team Leaders and Director of Client Services

FLSA Status: Non-Exempt (full-time)

Updated By: Julie Olson-Tobias 06/05/2018

Approved By: Jack Mueller 06/05/18 

JOB SUMMARY

This full-time position is responsible for providing information and options to individuals when they access the ADRC (Aging and Disability Resource Center). This position provides phone options counseling, face-to-face options counseling, service plan development and documentation, and assists with application for Medicaid. This position will provide decision support to inquirers while assisting them in making educated decisions about options that are available in their community to maintain independence. Further, this position will establish the initial care plan for in-home and community based services as appropriate.

ESSENTIAL DUTIES include the following. Other duties may be assigned.

- Meet with individuals, families, and caregivers to provide comprehensive assessments and options counseling.
- Screen clients for potential eligibility for funding sources and programs.
- Assist in accessing home and community based services that would meet identified needs.
- Conduct phone Options Counseling.
- Assist client with completing Medicaid application, gathering and submitting required documents, attending application interview, and follow-up until eligibility is determined by the Division of Family Resources.
- Contact client's preferred vendors to secure provider.
- Develop initial service plan and submit level of care documentation.
- Complete PASRR Level 1, Level of Care Tools, and Options Counseling, as defined by the Division of Aging.
- Assess individuals initially found not to meet nursing facility level of care.
- Transition client to long-term case management provide when applicable.
- Complete required documentation and reports in a concise and timely manner
- Coordinate work flow and coverage with other agency staff members.
- Attend staff meetings and training sessions as scheduled.
- Train agency staff members.
- Work with direct supervisor and/or other disciplines when additional consultation is required.
- Serve clients in a manner that is empowering, patient, compassionate, and person-centered.
- Practice Needs Based Service Model.
- Provide an interactive experience and guidance in consult with the individual, their representative, and informal supports, as applicable.
- Identify the individual strengths, values, and preferences including identification of all current formal and informal supports.

RESPONSIBILITIES

An ADRC Options Counselor is responsible for performing interviews with inquirers to assess their needs and seek out community resources to meet unmet needs. ADRC Options Counselors complete screenings that determine eligibility for programs and make recommendations for community services or alternate living arrangements based on the needs of the individual. ADRC Options Counselors must be well versed in the various funding sources, as well as resources and programs available in the community that are beneficial to the inquirer. It is essential that work is completed in a quality and timely manner and in accordance with program standards and guidelines. It is sometimes necessary to use some analysis and judgment in determining the best procedure to follow or how to best communicate information to caregivers and inquirers who may be in stressful situations. Efficient and accurate work is critical to ensure initiation of services.

An ADRC Options Counselor serves community members who contact REAL Services via phone, email, walk-in, web-inquiries, and electronic referral. ADRC Options Counselors are responsible for conducting initial screens, completing initial in-home face-to-face assessments, performing PASRR, Money Follows the Person, and Waiver Intake activities.

EDUCATION AND/OR EXPERIENCE REQUIREMENTS

Bachelor's degree (BA or BS) from an accredited four-year college or university in social work, psychology, sociology, counseling, gerontology or nursing, or an RN or BA in any field with 2 years of experience in a human service setting.

- Maintain ongoing Case Management certification.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

- Knowledge of in-home and community-based services, funding sources, and eligibility.
- Knowledge of options, funding sources, services, resources, and information available through REAL Services and in the community.
- Excellent communication skills, both orally and in writing with good interviewing skills.
- Ability to assess specific needs both in person & on telephone; ability to develop rapport quickly and to empathize and understand individual behaviors.
- Ability to organize information, prioritize assignments, complete tasks in a timely manner, and to use sound judgment.
- Ability and attitude to work productively independently and cooperatively and relate to the needs of the staff, the clients, and the agency.
- Ability to follow instructions and procedures, to interpret information, and to complete assigned tasks in accurate, concise, and detailed manner.
- Ability to operate office equipment, including but not limited to phone, facsimile, copy machines, and computer equipment.
- Ability to use Microsoft Word, Access, Excel, and other computer programs.

DIFFICULTY OF WORK

The work demands sound judgment be exercised in selecting the most tactful approach in communicating with callers. All documentation must be accurate and timely. The work is repetitive in nature inasmuch as the same tools, forms, and procedures are utilized routinely, but does involve variables and considerations when dealing with diverse situations. Contact is telephonic and face-to-face in client homes. Travel independently within Elkhart, Kosciusko, LaPorte, Marshall, and St. Joseph counties in Indiana is required. May have to conduct appointments after normal business hours.

PERSONAL WORKING RELATIONSHIPS

- With various clients and their families, and caregivers
- With community professionals and agencies
- With providers
- With Agency staff members

WORKING CONDITIONS AND PHYSICAL DEMANDS

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is usually seated, standing, or walking at will in a typical office setting. Very limited physical effort required.

- Valid driver's license and a dependable vehicle required
- Regular and reoccurring travel to meetings, training, and client visits

CONDITIONS OF EMPLOYMENT

- Must learn IRIS or any other resource database utilized in the ADRC
- Must learn the State approved case management system.
- Successful candidate must submit to a pre-employment drug screening and a limited criminal history check.
- Proof of educational credentials is required at time of employment.
- This position has a 6 month probationary period.
- Must sign non-compete clause.

Employee Signature

(Date)

Supervisor Signature

(Date)