



Options Counseling Case Assistants
Area 2 Agency on Aging/REAL Services, Inc

Department: Area Agency of Aging
Reports to: Director of Client Services
FLSA Status: Non-Exempt (full-time)
Updated by: Jack Mueller 12/20/18
Approved by: Jack Mueller 12/20/18

JOB SUMMARY

This full-time position is responsible for support to the ADRC and Options Counseling program and will include maintaining data bases, spreadsheets, and reports that assist in tracking care plans, Medicaid and vendors.

ESSENTIAL DUTIES include the following.

- Assists clients to apply for Medicaid
- Visits families as needed
- Assists Option Counselors in tracking Medicaid applications in process
- Arranges appointments with clients for Options Counselors
- Assists Option Counselors by identifying vendors per Plan of Care
- Performs other duties in support of the team or to provide services to clients.
- Attends staff meetings and training sessions when appropriate and alerts Supervisor when his/her consultation is needed. .
- Appraises appropriate staff to any problems encountered.
- Documents activities appropriately.
- Assists with special projects.
- Updates and maintains INsite records as needed, or current State data base.
- Maintains Client emergency information Database (FEMA).
- Other duties as assigned.

RESPONSIBILITIES

The work involves the application of standardized or accepted practices, normally in connection with individual cases, persons, or situations. All work is reviewed for adherence to instructions or guidelines, as well as soundness of judgment.

This position may be paid for by Area Agency on Aging programs.

EDUCATION AND/OR EXPERIENCE REQUIREMENTS

High school diploma or general education degree (GED)

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

- Ability to follow instructions, established processes and procedures, and to complete required forms accurately.
- Ability to communicate well (both oral and written), to utilize sound judgment, and to work cooperatively and productively toward team goals.
- Knowledge of, or the ability to learn, the Medicaid application and approval process.
- Knowledge of, or the ability to learn, the CHOICE approval process.
- Ability to relate to the needs of clients and to accurately relay information to staff from home care agencies, assisted living and other vendor agencies.
- Ability to plan, organize and prioritize; knowledge of the geographical area.
- A practical knowledge of practices, rules, regulations and techniques developed through on-the-job training and extended experience.
- Knowledge of standard methods, practices and procedures of a specialized field and the ability to utilize this knowledge effectively.
- Ability to operate office equipment, including but not limited to telephone, facsimile, copy machines, printers and computer equipment.
- Ability to use INsite, other computer programs, as relevant to successful completion of the job.

DIFFICULTY OF WORK

Most of the work is performed in accordance to specific instructions by Supervisor for tracking and reporting purposes. The position demands judgment be exercised in selecting the most appropriate method to convey information to client or the client’s family. The work is repetitive in nature inasmuch as the same forms and procedures are utilized over and over, but does involve variables and consideration when dealing with diverse situations.

PERSONAL WORKING RELATIONSHIPS

- With Option Counselors Managers, Team Leaders and the Program Director
- With clients, families, and other formal/informal supports.
- With staff in other departments to insure integrated and forward thinking in approaches to client care.

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. Travel is periodically required.

- Valid driver’s license and a dependable vehicle required

CONDITIONS OF EMPLOYMENT

- 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.

Employee Signature

(Date)

Supervisor Signature

(Date)