

AREA AGENCY ON AGING FOR SOUTHWEST FLORIDA

JOB DESCRIPTIONS

POSITION TITLE: AGING DISABILITY RESOURCE CENTER (ADRC) - LEAD			DEPARTMENT: CLIENT SERVICES
SALARY RANGE:			PAY GRADE LEVEL: NE4
STATUS: FT	FLSA STATUS: NON-EXEMPT	SUPERVISE OTHERS: YES	CREATED: JANUARY 2018 UPDATED: 6/2018, 12/2020, 02/2021
SUPERVISOR: DIRECTOR OF CLIENT SERVICES		CEO APPROVAL/DATE: 02-19-2021 NORMA I. ADORNO	

General Description

This is a position on the staff of the Area Agency on Aging. The position of Aging Disability Resource Center (ADRC) Lead in the Client Services Department is vital to the Agency's mission. In support of the Client Services Department, this professional position reports directly to the Director of Client Services.

Responsibilities

- Assisting with training of new CCE/ADRC staff.
- Oversee monthly re-screening assignments, workload delegation and referrals, in collaboration with Client Services Supervisor and Director of Client Services.
- Download data from the REFER/ CIRT databases and prepare in Excel spreadsheets for special reports as required by Director of Client Services.
- Provide coverage for intake staff in completion of screenings and education as needed.
- Provide assistance to EMS staff as needed.
- Provide coverage on low- to moderate-risk APS caseloads, completing assessment and follow-up with APS.
- Analyze data and identify patterns and trends to improve applications and to develop meaningful data for management that will influence decisions made
- Completes assigned duties as stated in the Agency's Comprehensive Emergency Management Plan and Continuity Of Operations Plan
- Ability to demonstrate the core values of the Agency
- Must possess an understanding of database systems

CIRTS DATABASE

- Ensure data is accurate, current and entered into the CIRTS system by contractually required due dates.
- Make appropriate corrections in CIRTS according to the AAASWFL CIRTS Policy and Procedure Manual.
- Ensure the CIRTS data is in compliance with the standards of the Florida Department of Elder Affairs and to maintain the integrity of the CIRTS system
- Run monthly CIRTS reports to ensure contractual compliance.

KNOWLEDGE, SKILLS AND ABILITIES AND OTHER PERSONAL CHARACTERISTICS

- Ability to communicate well, orally and in writing.
- Ability to research topics related to services for older adults (funding, program design, etc.), analyze data and provide written and/or oral reports as required.
- Ability to establish and maintain effective working relationships with others.
- Intermediate-level proficiency in the use of MW Office Suite, including Word, Excel, PowerPoint, and database creation and maintenance either in Excel or Access.
- Ability to demonstrate effective communication skills by conveying necessary information accurately, listening effectively and asking questions when clarification is needed
- Ability to work effectively in a fast paced environment while displaying compassion and calmness to consumers including disabled adults, seniors, caregivers, stakeholders and community partners
- Ability to establish and maintain professional communications and relationships with various organizations/agency partners and be able to effectively interact with other staff members and seniors
- Demonstrated ability to work independently with minimal supervision; take personal responsibility; and demonstrate accountability for actions
- Be considerate and respectful of the diversity of others and work with all stakeholders in a knowledgeable and engaged manner
- Knowledge of area programs and services and internal Agency practices and policies
- Ability to compile data from various sources (e.g., internet, informational databases such as Aging Network and other demographic data sources) as well as organize and analyze data
- Ability and initiative to be self-taught and learn and understand new and updated computer software
- Ability to excel at writing logic and queries for databases
- Ability to read, interpret and apply rules, laws and procedures
- Conducts self appropriately in work situations and when representing the Agency
- Demonstrates ability to abide by values of the Agency

Minimum Training and Experience

The ADRC Lead shall meet the following minimum standards:

- Have a Bachelor's degree from an accredited college or university in a human services-related field; **or have** an Associate's degree, plus a minimum of three years' experience as a Caseworker, Case Manager or, Intake Specialist, or related work experience in the aging network.
- Successful completion of Level II background screening is required.
- Any exceptions to the minimum requirements must be approved by the President and CEO.

Physical Requirements

- Ability to work and cope under stressful situations
- Pleasant and clearly understandable telephone voice
- Ability to lift and carry at least 10 pounds, up to 25 pounds
- Ability to operate computer and other office equipment
- Ability to sit at a desk for more than two hours at a time
- Ability to bend and stoop in order to file and shelve

Work Environment:

The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee Acknowledgement:

I acknowledge that I have received and read my job description. I understand that my job or position may change at any time with or without an updated job description and additional instructions from my supervisor may substitute for an updated job description. I acknowledge that questions about my job, job description or job performance should be directed to my supervisor.

Employee Signature: _____ Date: _____

Employee Printed Name: _____

The statements in this job description are intended to describe the general nature and minimum level of work required. The content should not be construed as a complete list of all duties, responsibilities and skills required to meet the criteria for this position. Upon request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.