

## AREA AGENCY ON AGING FOR SOUTHWEST FLORIDA

### JOB DESCRIPTIONS

<b>POSITION TITLE:</b> <b>LONG-TERM CARE SERVICES SPECIALIST</b>			<b>DEPARTMENT: CLIENT SERVICES</b>
<b>SALARY RANGE:</b>			<b>PAY GRADE LEVEL: NE3</b>
<b>STATUS:</b> <b>FT</b>	<b>FLSA STATUS:</b> <b>NON EXEMPT</b>	<b>SUPERVISE</b> <b>OTHERS: No</b>	<b>CREATED: 01/2016</b> <b>UPDATED: 10/2020</b>
<b>SUPERVISOR:</b> <b>CLIENT SERVICES DIRECTOR</b>		<b>CEO APPROVAL/DATE: 10-12-2020</b> <b>NORMA I. ADORNO, CEO</b>	

#### **General Description:**

This is a position on the staff of the Area Agency on Aging. Adept at interpreting and explaining complex information about programs and services, this position shall perform intake, screening potentially eligible individuals for enrollment; and/or triage duties which inform eligible or potentially eligible individuals, their families and/or educating community partners about support programs and services and how to obtain them.

This staff position may perform some *or* all of the following Aging and Disability Resource Center (ADRC) activities:

#### **Responsibilities:**

- Accepts referrals from the Elder Helpline as well as other resources for intake and screening as assigned by the Client Services Manager/Client Services Team Leader.
- Refers individuals in need of community resource assistance to the Elder Helpline.
- Provides options counseling for older adults and adults living with disabilities who desire to remain in a community setting.
- Determines the individual's needs and screens for potential eligibility for Medicaid and non-Medicaid related services, utilizing a standardized screening instrument.
- Uses interviewing techniques and active listening skills to build rapport with consumers.
- Provides efficient, timely and consumer-friendly services to facilitate the eligibility application and review process.
- Conducts comprehensive screening on individuals on the Assessed Priority Consumer List (APCL)
- Inputs client assessments into CIRT (Client Information and Registration Tracking System).
- Posts information in the enrollment and termination screens of CIRT to update the APCL as needed.
- Verifies an individual's current Medicaid eligibility status for purposes of the Medicaid eligibility process.

- Explains Medicaid eligibility rules and the Medicaid eligibility process for prospective applicants.
- Prepares and provides necessary forms and packages in preparation for Medicaid eligibility determination.
- Assists individuals in collecting and gathering required information and documents for the Medicaid eligibility process.
- Refers individuals to local (or ADRC collocated) Department of Children and Families ACCESS staff to complete application for benefits.
- Assists in obtaining the Physician Referral form 5000-3008 for Medicaid Waiver probably individual's ad coordinates with CARES staff for functional eligibility.
- Collects, reviews and maintains accurate Medicaid eligibility determination tracking data to ensure completeness, accuracy and timeline.
- Tracks Medicaid clients through the LTCC process.
- Contacts individuals on the APCL as required to update information and screen for program eligibility.
- Acts as a consumer advocate.
- Builds relationships with and educates service providers, professional entities, and other professionals such as hospital discharge planners and nursing home social workers, to facilitate referrals and increase awareness of resources.
- Develops, compiles and distributes materials to inform individuals about the programs, as well as how and where to obtain those benefits.
- Participates in ADRC meetings to gain a better understanding of community resources available to support those in need.
- Fulfills a customer service role, ensuring that the consumer experiences a welcoming atmosphere and consumer satisfaction is achieved.
- Maintains confidentiality of client information as required by State and Federal laws and regulations and professional practice standards.
- Assists Area Agency on Aging with special projects as they arise.
- Assist selected clients through the eligibility and enrollment process for SMMC LTC.
- Performs other related duties as required.

### **Minimum Training and Experience:**

- The Long-Term Care Services Specialist 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 of Arts degree from an accredited entity in a human service related field and a minimum of two years' experience as a Caseworker, Case Manager, Intake Specialist, or related work experience with the long-term care client population; or
- Have a high school diploma or GED and four years' experience as a Caseworker, Case Manager, Intake Specialist, or related work experience with the long-term care client population.
- Successful completion of Level II background screening required.
- Any exceptions to the minimum requirements must be approved by the President and CEO.

### **Required Skills and Knowledge:**

- 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.
- Basic skill level and knowledge of MS Office Suite including MS Word, Excel, PowerPoint and database creation and maintenance either in Excel or Access.

### **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
- 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 shelf

### **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.