



**SOUTHERN GEORGIA**  
REGIONAL COMMISSION

Southern GA Regional Commission's Area Agency on Aging is accepting applications for an Aging and Disability Resource Connection (ADRC) Counselor. Bachelor's Degree in social work/sociology/health-related field (OR) LPN/Associate's Degree in health-related field with two years experience in the human services field. Duties include telephone assessment and counseling for individuals who are elderly and/or disabled and need information/services. Occasional outreach activities and client visits in homes/community settings. Keyboarding skills required. Preference given to candidates with knowledge of Medicare, Medicaid, mental health, home health, and/or nursing home care. Salary DOE. Excellent benefits, including health insurance, sick leave, annual leave, and 11 paid holidays. Work Hours M-F, 8:30-5. Driver's license, MVR, background check, and drug test required. Position is in Waycross, GA. Send resume and cover letter to 1725 South Georgia Pkwy W, Waycross, GA 31503. Deadline for receipt is 4 pm on 6/16/2023. EOE 60+. See full job description at <https://www.sgrc.us/careers.html>

**JOB TITLE:** ADRC Counselor

**DEPARTMENT:** Area Agency on Aging

**JOB SUMMARY:** This position is responsible for providing information and assistance to callers, for providing options counseling, and for screening clients and potential clients for needs and program eligibility.

**MAJOR DUTIES:**

- o Gathers personal information- including demographics, lifestyle, financial, and health care information- from callers seeking agency assistance to determine service preferences or resource needs and eligibility/priority status.

- o Meets standards of promptness for ADRC tasks, including returning calls and screening for services.
- o Matches client needs and preferences and establishes eligibility for appropriate services.
- o Provides information about AAA services and services of other agencies, including private pay options, according to the needs and preferences of the client.
- o When appropriate, provides person-centered options counseling to support individuals and their families/caregivers who are exploring long-term care options. Options Counseling may be provided telephonically or face-to-face. Counselor(s) assigned MDSQ Options Counseling responsibility will routinely provide the service at nursing facilities.
- o Utilizes multiple screening instruments and enters resulting data into a state database.
- o Informs ineligible applicants of the right of appeal, as appropriate.
- o Keeps up-to-date documentation on clients served and follows up as appropriate.
- o Occasionally participates in outreach efforts, including health fairs or other community events.
- o May provide face-to-face options counseling and/or screening in client homes, community centers, hospitals, the AAA office, etc.
- o Advocates for clients when necessary.
- o May participate in efforts to partner and collaborate with other agencies, hospitals, etc.
- o Attends conferences and training meetings.

- o Performs other duties as assigned. Other assigned duties for this position are likely to include:
  - Maintenance and update of the statewide resource database
  - Tasks related to Georgia's Nursing Home Transition program
  - Providing telephonic evidence based counseling services (Care Consultation Program)
  - Management of assistive technology lab(s)
  - Planning and coordinating ADRC Advisory Council meetings
  - Provider monitoring (case management, care coordination, and in-home services)
  - Entering referrals into the referral database, maintaining the database, and distributing faxed referrals to counselors

#### KNOWLEDGE REQUIRED BY THE POSITION:

- o Knowledge of federal and state aging services guidelines, including HIPAA.
- o Knowledge of Elderly and Disabled Waiver Program policies and guidelines.
- o Knowledge of commission programs, policies, and procedures.
- o Knowledge of relevant state and federal laws and agency rules and regulations as applied to aging services.
- o Strong skills with computers (keyboard), job-related software programs and headset use.
- o Knowledge of human services system and familiarity with major service providers in the community.
- o Skill in organizing and coordinating programs and services.

- o Skill in performing mathematical calculations.
- o Skill in operating office equipment such as a computer, calculator, and copier.
- o Skill in public and interpersonal relations.
- o Skill in oral and written communication.
- o Knowledge and skill to obtain state required certifications upon completion of prerequisite work experience.

**SUPERVISORY CONTROLS:** The Area Agency on Aging Director assigns work in terms of very general instructions. The supervisor spot-checks completed work for compliance with procedures and the nature and propriety of the final results.

**GUIDELINES:** Guidelines include AAA policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

**COMPLEXITY:** The work consists of varied customer service, counseling, and screening duties. The volume of work to be performed contributes to the complexity of the position.

**SCOPE AND EFFECT:** The purpose of this assignment is to screen clients for need and eligibility for programs and to counsel clients regarding options for long-term care. Successful performance ensures the provision of appropriate services to senior citizens, persons with disabilities, and/or their caregivers and compliance with applicable laws and regulations.

**PERSONAL CONTACTS:** Contacts are typically with co-workers, service providers, DFCS offices, social service agencies, elected officials, hospitals, nursing facilities, medical offices, home health care agencies, hospice, mental/behavioral health, and members of the general public.

**PURPOSE OF CONTACTS:** Contacts are typically to give or exchange information, provide services, and resolve problems.

PHYSICAL DEMANDS: The work is typically performed sitting at a desk or table.

WORK ENVIRONMENT: The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: None.

MINIMUM QUALIFICATIONS:

- o Knowledge and level of competency commonly associated with completion of specialized training in the field of nursing or social work, in addition to basic skills typically associated with a high school education.
- o Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- o A minimum of two years of experience as an RN/LPN. If the individual is not a RN/LPN, he or she must possess (1) a baccalaureate or associate degree in social work, sociology, psychology or a related field, with two years of experience in a human services or health-related field, and/or (2) one year of experience as an EDWP/CCSP social services care coordinator and a baccalaureate degree in a social service field.
- CIRS-A and Options Counselor certifications must be obtained.

*I, the employee, understand that this document is not to be construed as a contract, either implied or explicit. All information contained therein is merely an attempt by the Southern Georgia Regional Commission to explain the essential duties that I am expected to perform. I understand that, at my supervisor's discretion, additional duties and responsibilities may be placed upon me at any time.*