

Southern GA Regional Commission is accepting applications for an Aging and Disability Resource Connection (ADRC) Counselor. Applicants must have an RN license. Duties include telephonic screening and counseling of individuals who are elderly and/or disabled and needing information/services. Occasional outreach activities and client visits in homes and other community settings. Two years related experience and keyboarding skills required. Preference given to candidates with knowledge of Medicare, Medicaid, home health services and/or nursing home care. Driver's license, MVR, background check, and drug test required. Salary commensurate with experience. Hours M-F, 8:30-5. Excellent benefits. Position is in Waycross, GA. Send resume and cover letter to 1725 South Georgia Pkwy W, Waycross, GA 31503. Deadline for receipt of resumes is 4 pm on 12/06/19. EOE 60+.

Job Description Below:



JOB TITLE: ADRC Counselor

AAA/3

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 in one of the following areas: geriatric nursing, long-term care, psychiatric care, or chronic disease of adults.

If the individual is not a RN, he or she must possess (1) a baccalaureate 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 a CCSP social services care coordinator and a baccalaureate degree in a social service field.

- o CIRS-A and Options Counselor certifications must be obtained.