

Job Description: AREA AGENCY ON AGING BENEFITS COUNSELING PROGRAM SPECIALIST

CLASS NO.: 609

EEOC CATEGORY: Professional

PAY GROUP: 6/7

FLSA: Non-Exempt

SUMMARY OF POSITION

Performs complex case management services and mediation work. Work involves serving as a liaison between older individuals and the resources, services and opportunities that assist them in maintaining their independence and enhance their quality of life. Works under general supervision with considerable latitude for the use of initiative and independent judgment.

ORGANIZATIONAL RELATIONSHIPS

1. Reports to: Area Agency on Aging Director.
2. Directs: This is a non-supervisory position.
3. Other: Has regular contact with older individuals and their families, organizations serving older individuals, representatives of state agencies, private contractors, and the general public.

EXAMPLES OF WORK

Essential Duties*

Assists older individuals in finding solutions to problems concerning Medicare, Social Security, Medicaid, Trusts, Guardianship, medical directives, Medicare Supplemental policies, long term care alternatives, prescription needs and housing issues;

Interviews clients or their authorized representatives to assess service needs;

Provides on-going services as a liaison between clients, clients' families and service providers;

Conducts monthly HICAP/MIPPA mail outs;

Conducts client satisfaction surveys, annually at a minimum;

Maintains client files and records in accordance with applicable rules, regulations, policies, and procedures including protecting the identity, confidentiality and privacy of clients and/or their representatives;

Verifies all AAA staff have entered and exported BCFs and GAMs monthly;

Ensures accurate, timely and complete programmatic reporting to comply with state and federal rules, regulations and requirements to meet current contract and departmental standards;

Coordinates with AAA Director and Assistant Director to ensure HICAP performance measures are met;

Coordinates recruiting, initial and continuing certification training for Health Information, Counseling and Advocacy Program volunteers;

* for the purpose of compliance with the Americans with Disabilities Act (ADA)

Maintains files for all Health Information Counseling and Advocacy Program volunteers and staff;
Attends educational seminars concerning aging issues and maintains close contact with other involved agencies;

Coordinates, schedules and attends various meetings and makes presentations, as appropriate;
Assists with the preparation of required reports; and

Provides technical assistance to Health, Information, Counseling and Advocacy Program (HICAP) volunteers.

Other Important Duties^{*}

Performs such other related duties as may be assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: local, state and federal laws and regulations relevant to program area; basic understanding of the aging process and its impact on the older adult population, as well as a willingness to assist in the prevention and solution of problems and an awareness of aging services.

Skill/Ability to: a demonstrated ability to relate to older individuals and their families and an ability to establish and maintain effective working relationships with agencies and organizations to carry out the goals of the program; identify needs, analyze information and develop workable solutions; demonstrate high level of organization, demonstrate proficiency in both oral and written communication and operate computer using standard word processing, spreadsheet & database software packages.

Adhere to all company policies, procedures and guidelines.

ACCEPTABLE EXPERIENCE AND TRAINING

Master's degree in public administration, gerontology, sociology, social work, or a related field.

or bachelor's degree in public administration, gerontology, sociology, social work, or a related field, plus at least one year of experience in aging programs;

or any equivalent combination of experience and training which provides the required knowledge, skills and abilities;

CERTIFICATES AND LICENSES REQUIRED

Certification as a Level II Benefits Counselor within 6 months of employment;

Certification for Advanced Directives within 12 months of employment; and

Appropriate Texas driver's license or available alternate means of transportation.

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