

## Mid-Carolina Regional Council

### Job Description

<b>Job Title:</b>	Home Services Coordinator
<b>Employment Type:</b>	Full-time Permanent
<b>FLSA Status:</b>	Non-Exempt
<b>General Work Schedule:</b>	40 hours per week
<b>Reports To:</b>	Associate Director of Aging Services

---

### Position Summary

The Home Services Coordinator is responsible for the management of Home Services Programs with the Mid-Carolina Area Agency on Aging. Home Service Programs include 1) Consumer/Veteran Directed Services and 2) In-Home Aide Services. Consumer/Veteran Directed Services empower clients to be informed consumers with maximum choice and control over the purchase of goods and services that meet their unique self-defined needs, to remain in their own homes. In-Home Aide Services are those paraprofessional services which assist the individual, their family or both with essential home management tasks, personal care tasks, or supervision, or all the above, to enable the individual, their family, or both to remain, and function effectively, at home as long as possible.

### Duties and Responsibilities

- Screen individuals for service eligibility.
- Completes comprehensive assessment/reassessment of physical, emotional, psychosocial, and environmental needs of the client.
- Assisting and advising clients in completing enrollment forms, care plan, backup plan, program budget, securing a representative if needed, and other necessary program forms.
- Refer clients to appropriate contracted agency for CDS/VDS or In-Home Aide Services and maintain waiting list.
- Obtain subcontractors and maintain annual contracts to support payroll and related services.
- Monitor subcontractors to ensure compliance with program standards and/or policy and procedures.
- Monitor clients by conducting home visits and telephone contact as required by policy and procedures for the program to ensure continuity of service, quality of care and eligibility.
- Provides adequate follow-up, including home visits and telephone contact to see how clients are progressing.
- Review time sheets for accuracy and record units of service for billing purposes.
- Marketing programs which many include development and distribution of brochures/flyers, group presentations, public service announcements, newsletter articles, etc.
- Prepare, review and maintain client records accurately according to Services Standards/Policies and Procedures.
- Provides advocacy, education, information, and referral to clients and the public as requested.
- Maintains confidentiality when interacting with clients, families, personnel, and the public.

- Participates in continuing education and other pertinent and appropriate learning experiences to maintain and increase personal and professional growth.
- Participates in departmental process improvement initiatives, works on special projects as needed, and attends departmental meetings.

### **Qualifications**

- Graduation from a four-year college or university with a degree in human services, social work, counseling or related field and two years' experience working with older adult populations. preferred; or an equivalent combination of education and experience.
- Demonstrate the ability to work with diverse groups of service providers, governmental agency representatives, advisory boards, volunteers, consumers, associates, and the public.
- Exceptional oral and written skills are required.

### **Knowledge, Skills and Abilities**

- Thorough knowledge of the principles and practices of Consumer/Veteran Directed Services to include eligibility, enrollment processes, standard program requirements, and documentation.
- Thorough knowledge of the principles and practices of In-Home Aide Services to include eligibility, service provision, quality assurance, documentation and monitoring.
- Knowledge of Medicare, Medicare supplements, Medicare claims processing, Medicare Advantage, Medicare prescription drug plans and long-term care insurance.
- Ability to handle and prioritize multiple work tasks and responsibilities with exercising sound and independent judgement within the context of agency's guidelines.
- Knowledge of regional resources and advocacy skills to assure attainment of appropriate services.
- Knowledge of reporting methods for abuse or neglect.
- Ability to maintain positive relationships with clients, staff, subcontractors and community agencies.
- Ability to use pro-active customer service skills in handling complex and demanding situations.
- Operation of standard office equipment including computer software.
- Ability to bend, lift and carry objects of varying sizes weighing up to ten pounds.
- Ability to travel to various locations in the course of work.