

JOB TITLE: ADRC Counselor

AAA/9

DEPARTMENT: Area Agency on Aging, Central Savannah River Area Regional Commission

JOB SUMMARY: This position is responsible for conducting telephone screening interviews to determine potential client eligibility for home and community-based services. This position also provides information and makes referrals to all other appropriate aging services.

MAJOR DUTIES:

- Performs initial and follow-up telephone screening to assess functional abilities and to gather personal and financial information; consults with Aging Services Specialist to determine emergent admissions to the Community Care Services Program (CCSP); provides consultation regarding CCSP and other long-term care options to potential clients and referral agencies.
- Conducts telephone interviews to screen callers seeking various types of human services resources or assistance within the region.
- Receives, logs, and processes referrals made to the AAA screening section; maintains records of all referrals received through ADRC line, mail, facsimile, or walk-in; processes ADRC line referrals according to established guidelines.
- Coordinates the telephone information and referral service for senior citizens and their caregivers; gathers information from agencies on clients behalf, maintains information library, and mails information as requested.
- Documents requests for services and fulfillment of requests, referral sources, and refusal of service actions.
- Enters screening service and pertinent client data to computer; prepares and maintains applicable logs, records, and files.
- Assesses clients' needs, determines their eligibility, and refers eligible clients to the appropriate community resources.
- Sends client information to service providers to expedite services; contacts service providers as necessary.
- Provides educational sessions to promote public awareness of CCSP and other aging services
- Assists in new employee training for other ISS and care management consultant employees.

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- Performs follow-up duties with clients to determine the accuracy of referrals and services provided; re-screens all clients on the waiting list every ninety days by updating the entire SCREEN to determine continued eligibility.
- Researches incorrect data on referral forms; contacts clients and/or providers to verify and correct information.
- Maintains and updates a waiting list of eligible service-seekers; contacts individuals on the waiting list when services are available.
- Pulls and updates client files when services are provided; performs routine follow-up of clients and agencies to ensure services are provided as requested.
- Assists in completing weekly and monthly reports; enters information into appropriate computer database.
- Types and mails status updates and informational correspondence to clients.
- Arranges meetings between clients and service providers when necessary.
- May perform on-call duties on a rotating basis with other agency staff.
- Develops client headcount data on a monthly basis.
- Attends meetings and training sessions as required.
- Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- Knowledge of the available human service providers and resources in the planning and service area.
- Knowledge of public referral and information service protocols, principles, and practices.
- Knowledge of AAA policies and procedures as applied to customer screening, referral, and information services.
- Knowledge of relevant federal, state, and county agencies rules and regulations.

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- Skill in utilizing a personal computer, data entry, and various word processing software programs. Skill in data entry and computer use.
- Skill in identifying client's service needs.
- Skill in making appropriate referrals to human service providers.
- Skill in using standard office equipment.
- Skill in interpersonal relations.
- Skill in oral and written communication.

SUPERVISORY CONTROLS: The Lead ADRC Counselor assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES: Guidelines include AAA policies and procedures, supervisory instructions, screening and referral standards and protocols, relevant federal, state, and county human service agency regulations, and relevant federal and state laws. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY: The work consists of related human service screening and referral assistance duties. The volume of calls received and variety of requests from callers seeking assistance contribute to the complexity of the work.

SCOPE AND EFFECT: The purpose of this position is to provide human services information and resources assistance to residents within the region. Successful performance contributes to an improved quality of life for residents in the region.

PERSONAL CONTACTS: Contacts are typically with co-workers, persons seeking assistance, service and healthcare providers, social workers, representatives from federal, state, and county agencies, other AAA employees, and the general public.

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

PHYSICAL DEMANDS: The work is typically performed while sitting at a desk or table. The employee uses equipment requiring a high degree of dexterity.

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

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: None.

MINIMUM QUALIFICATIONS:

- Knowledge and level of competency commonly associated with the completion of a baccalaureate degree in a course of study related to the occupational field.
- 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.