



ELDERBRIDGE AGENCY ON AGING JOB DESCRIPTION

TITLE: Service Specialist –

OFFICE ASSIGNMENT: TBD TERRITORY ASSIGNMENT: TBD

SUPERVISOR: Sandra Jackson SALARY: Non Exempt

The Service Specialist will attend all staff meeting and trainings as required.

The following are reoccurring tasks construed as exclusive or inclusive. Other duties may be required and assigned but are in line with the job classification and qualifications. These responsibilities must be performed with or without accommodations.

RESPONSIBILITIES AND DUTIES ARE ASSIGNED AS INDICATED:

- | | | |
|---|---|--|
| <input type="checkbox"/> Case Management | <input type="checkbox"/> IR&A | <input type="checkbox"/> Options Counselor |
| <input type="checkbox"/> EAPA/VOCA | <input type="checkbox"/> Public Relations | <input type="checkbox"/> Office Support |
| <input type="checkbox"/> Family Caregiver | <input type="checkbox"/> Iowa Senior Hunger Partnership | <input type="checkbox"/> DPH Self-Management |
| <input type="checkbox"/> Evidence Based | <input type="checkbox"/> ADRC | |
| <input type="checkbox"/> Fresh Conversation | | |

Family Caregiver – Responsible for providing family caregivers information on the full range of long-term care options, access to long-term supports, benefits, services, and emotional support.

- Utilize person-directed approach with the consumer to engage and discuss their goals.
- Assess needs, values, and preferences in order to discuss options.
- Explain pros and cons of various options and support persons to facilitate decision making.
- Develop person-directed action plan to support their decisions.
- Identify existing consumer resources and supports.
- Advocate for consumer decisions about services and supports.
- Identify available resources to address unmet needs.
- Make referrals or facilitate access to services, including to help complete applications or make phone calls.
- Enter all client interactions in the Harmony Database on a daily basis and maintain all client documentation.
- Provide follow up to determine how well the action plan is working or if it needs to be revised.
- Conduct at least two (2) HomeMeds assessments per month.
- Conduct BEC Screen and applicable applications on all Medicare eligible clients requesting Material aid assistance
- Develop and/or maintain family caregiver support groups as needed.
- AIRS certification requirement.

Options Counseling -

- Utilize person-directed approach with the consumer to engage and discuss their goals.
- Assess needs, values, and preferences in order to discuss options.
- Explain pros and cons of various options and support persons to facilitate decision making.
- Develop person-directed action plan to support their decisions.
- Identify existing consumer resources and supports.
- Advocate for consumer decisions about services and supports.
- Identify available resources to address unmet needs.
- Make referrals or facilitate access to services, including to help complete applications or make phone calls.

- Enter all client interactions in the Harmony Database on a daily basis and maintain all client documentation.
- Provide follow up to determine how well the action plan is working or if it needs to be revised.
- Conduct at least two (2) Home Meds assessments per month
- Conduct BEC Screen and applicable applications on all Medicare eligible clients requesting Material aid assistance
- Make presentations to consumers, service-providers, and other community groups as requested and approved by your supervisor.
- Attend staff meetings and training events.
- Performs other duties as assigned.
- Elsevier and AIRS Training requirement

REQUIRED QUALIFICATIONS:

- Bachelor’s degree in a human services field (preferred one year of experience to meet AIRS Certification); OR
- License to practice as a registered nurse (preferred one year of experience to meet AIRS Certification); OR
- License to practice as a licensed practical nurse and four years of experience working in the areas of aging, disabilities, community health or hospital discharge planning; OR
- Bachelor’s degree and two years of experience working in the areas of aging, disabilities, community health or hospital discharge planning; OR
- Associate’s degree and four years of experience working in the areas of aging, disabilities, community health or hospital discharge planning;
- Must become trained and/or certified as an Alliance of Information and Referral Specialists (AIRS) within 12 months and Adult/Child Mandatory Reporter within 6 months of employment.
- Must successfully complete the Person-Centered Counseling curriculum provided by Elsevier within 30 days of employment as an options counselor; OR if already CADER certified must complete the Person-Centered Thinking course provided by Elsevier

PHYSICAL DEMANDS:

The person occupying this position must be able to perform all responsibilities and tasks outlined above, which may include:

1. Lifting items weighing up to 30 pounds along with bending and twisting simultaneously, including lifting program materials and supplies onto/off of cart and laptop and other media equipment;
2. Standing for extended periods of time – up to one hour;
3. Sitting for extended periods of time.

Employee in this position must have reliable transportation to and from work.

While performing the duties of this position, the employee is occasionally required to walk, sit, use hands or fingers, feel objects, tools, or controls, reach with hands and arms, talk and hear.

Reasonable accommodations may be made to enable individuals with disabilities to perform the duties that are not essential for satisfactory performance of the position.

WORK ENVIRONMENT:

Noise level in the work environment is moderate.

Elderbridge and its employees strive to provide a respectful work environment where all individuals are treated with respect and dignity and are inspired to use their creativity to meet consumer needs. All relationships among persons in the workplace are to be business-like and free of bias, prejudice and harassment.

I have read and understand this explanation and job description.

Signature: _____ Date: _____