



ELDERBRIDGE AGENCY ON AGING JOB DESCRIPTION

Title: Service Specialist

Office Location: Carroll, Iowa

Supervisor: Lifelong Links Director

FLSA Classification: non-exempt (hourly)

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.

Case Management - Oversees client cases under the Lifelong Links Director's guidance.

- Processes client referrals and intakes as per program guidelines.
- Conducts comprehensive assessments and develops service plans.
- Implements and monitors service plans.
- Performs at least one monthly HomeMeds assessments.
- Maintains regular client contact and conducts annual reassessments or as needed.
- Manages client discharges/transfers.
- Records and maintains client documentation in WellSky, including intake forms, assessments, health plans, case notes, and service deliverables.
-

Options Counseling - Provides personalized counseling to clients.

- Engages with clients to discuss goals.
- Assesses needs and preferences and explains options as well as their pros and cons.
- Develops action plans and identifies existing resources.
- Advocates for client service decisions and identifies unmet needs.
- Facilitates service access and maintains client documentation.
- Provides follow-ups and conducts HomeMeds assessments.
- Performs BEC Screen for Medicare-eligible clients.
- Delivers presentations to community groups as requested.

REQUIRED QUALIFICATIONS:

- Bachelor's degree or associate's degree related to Human Services and two years of experience working in the areas of aging, disabilities, community health or hospital discharge planning
- Must become trained and/or certified as an Inform USA Community and Resource Specialist-Aging and Disability in accordance with Code of Iowa 17(14.9).
- Adult/Child Mandatory Reporter within 6 months of employment.
- Must successfully complete the Person-Centered Counseling curriculum through Lifelong Links Academy(Options Counseling Certification) within 30 days of employment as an options counselor.

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.

Employees 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, speak 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:

The 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.