

OPTIONS COUNSELOR – GENERATIONS VINCENNES, IN

Summary of Job Responsibilities:

Implements the Options Counseling component of the Aging and Disability Resource Center and administer other program within the ADRC as needed. This position requires the individual to assess those who are in need of assistance. This assessment may be completed over the phone, at their place of residence, at the hospital or nursing facility. Ability to define problems, collect data, establish facts, draw valid conclusions, determine level of need, and make recommendations is a must. This position requires the ability to maintain current multiple program and resource knowledge and integrate this information into resolutions for callers.

Essential Duties and Responsibilities include the following: (Other duties may be assigned.)

Program Responsibilities

- Serve as a single point of entry for individuals accessing long-term services and supports.
- Serve as a resource specialist by linking clients to services available through community agencies and organizations.
- Collect and document client socio-demographic information, initiate appropriate follow-up for the referral, and monitor resolution status of each request.
- Assess and recognize what constitutes an emergency situation and follow appropriate protocol when needed.
- Offer information and direction to callers and/or potential clients needing access to services and resources outside of Generations' service area.
- Participate in and contribute to the success of services by providing case consultation and peer support as needed.
- Maintain an effective professional relationship with community resources, providers of service and other staff.
- Complete all required reports, case records, case narratives, and forms accurately and within the specified time frames.
- Coordinate and administer the resource directory for the six-county area, including current informal and formal services/resources.
- Assist with phone coverage for all calls concerning the ADRC, including coverage during holidays, lunch, and/or all staff training on an as needed basis.
- Provide assessment and long term care options counseling to individuals who are discharged from long term care facilities.
- Complete all required records, case narratives, forms and reports accurately and submit within the specified time frames to assure accurate billing.
- Assist individuals with applying for Medicaid.
- Office Options Counselors will serve as SHIP counselors.
- Office Options Counselor will coordinate and manage the resource database including updating resources in the computer as needed.
- Office Options Counselor will serve as agency lead staff person with ASCEND and coordinate all at-home PAS.
- Field Options Counselors will provide outreach to long term care facilities for potential individuals wishing to return to the community with services.
- Field Options Counselors will respond to referrals, locate individuals and complete initial assessments using the InterRAI to determine critical and non-critical needs; as well as, unmet needs, evaluate financial resources, and provide counseling for long-term services and supports.
- Field Options Counselors serve as a geriatric care manager by providing short-term case management assistance in a person-centered framework to stabilize long-term support to individuals and their families in times of immediate need and before they have been connected to on-going support.

Qualification Requirements: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. An individual must adhere to the guidelines of confidentiality in all aspects of job performance from clients, vendors, co-workers and employer. Within six months of initial employment, must complete the Case Management certification through the Division of Aging. Also required to obtain 20 hours Division of Aging approved training a year. May be requested to obtain additional certifications, such as SHIP. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

- An individual continuously employed as a Care Manager by an AAA since June 30, 2018.
- A qualified mental retardation professional (QMRP) who meets the QMRP requirements
- Registered nurse with one year's experience in human services
- Bachelor's degree in Social Work, Psychology, Sociology, Counseling, Gerontology, Nursing or Health & Human Services.
- Associate's Degree in nursing.
- Bachelor's degree in any field with a minimum of two years full-time, direct service experience with the elderly or disabled (this experience includes assessment, care plan development, and monitoring)
- Master's degree in a related field may substitute for the required experience.

Required Skills:

- Ability to read, analyze and interpret documents.
- Ability to respond effectively to the most sensitive inquiries or complaints.
- Ability to complete written documentation in a clear and concise format.
- Ability to calculate figures and amounts such as personnel client budgets, service/program cost reports, interest, and percentages.
- Ability to apply concepts of basic algebra and geometry.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions and deal with several abstract and concrete variables.
- Ability to maintain personal composure and handle office or client situations.
- Ability to interview and use motivational interviewing techniques.
- Respect client dignity, rights and self-determination while promoting client independence.
- Ability to work cooperatively with a diverse population, community leaders, public officials, township trustees, welfare department employees, adult protective services, nursing home personnel and physicians, the general public and especially the low income.
- Strong management, communication, planning and organizing skills required.
- Ability to use computers.
- Must have reliable vehicle and valid driver's license.
- Must have evidence of auto insurance coverage 100,000/300,000 effective March 2016.
- Must have a negative TB test or chest x-ray.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee;

- is regularly required to talk or hear and taste or smell.
- is required to sit for 1-2 hour period of time.
- must use hands and/or fingers to feel or handle tools, objects, controls, and reach with hands and arms.
- must physically be able to meet the demands of home visits.
- must occasionally lift and/or move up to 40 pounds.
- must possess close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate. Office Options Counselors work in the main office. Field Options Counselors work out of their home.

Community Involvement: All employees at Generations are encouraged to be active participants in service to the community. Potential conflict of interest should be discussed with immediate supervisor.

Policy Formulation: This position formulates no policy at the institutional or agency level. Recommendations on policies affecting the services of Generations' various programs are to be made to the Director of Operations or Assistant Vice President of WD/CS. This position interprets agency and funding source policy.

How to Apply:

Interested applicants should submit the following, in order, via email as one pdf document: a cover letter, resume, and contact information for three references. **Title Format: LastName_FirstInitial_JobTitle** to jobs@vinu.edu or hard copy application materials may be mailed to Human Resources, 1002 North First Street, Vincennes, IN 47591.

Applications will be accepted until the position is filled. Interviews may be held concurrently with the advertising period. While we sincerely appreciate all applications, only those candidates selected for an interview will be contacted.

Please note the selected candidate will be required to submit to a criminal history background check

Vincennes University is an equal opportunity employer.