

POSITION DESCRIPTION

Arrowhead Regional Development Commission (ARDC)

Title: Information, Assistance and Counseling Specialist
Classification: Program Coordinator I
Division: Area Agency on Aging
Reports To: Senior Linkage Line Call Center Manager
FLSA Status: Non-Exempt

Job Summary: Provide direct support, information and assistance primarily via (VOIP) Voice Over Internet Protocol technology, but also one to one at Minnesota Help Site(s) to seniors, their family members and caregivers about Long-Term Care (LTC) service options and benefits including Medicare and prescription assistance programs. Assist callers to assess needs for services, make decisions about service options, access benefits and connect with formal and informal service providers. Provide basic in-person assistance to help seniors and caregivers learn about and access services and benefits and work through situations that present barriers to obtaining LTC services and to living in the community.

Key Functions and Responsibilities:

- Answer the Senior LinkAge Line® (SLL) calls and provide all aspects of LTC Options Counseling. Collect caller demographic, personal and service need information and enter it as directed in approved database. Assess callers' needs, delving beyond initial request, identifying and addressing secondary and tertiary needs whenever appropriate. Offer housing and service option information. Provide information about public benefit programs and assist and educate consumers on their Medicare benefits and related health insurance questions and issues. Perform 3-way calls connecting consumers to service providers. Follow-up with callers in accordance with MBA/AAA network policies and protocols by phone and mailing of printed materials.
- Triage callers to other areas of SLL service based on phone assessment.
- Respond to information requests submitted by consumers via mail, email or other electronic means.
- Complete reports and other information requests related to SLL as directed.
- Promote the SLL and Minnesota Help Network services and sites.
- Report potentially vulnerable situations to supervisor and Minnesota Adult Abuse Reporting Center, (MARC) and handle crisis situations promptly following SLL protocol.
- Assist seniors and their caregivers to complete applications and forms for health insurance programs and other benefits, file claims, and appeals, compare insurance policy options, and fraud and abuse issues. Assist persons of all ages with prescription needs, providing comprehensive information about options to meet prescription drug costs, and assisting them to access and apply for available programs.

- Assist Minnesotans of all ages with dementias.
- Participate in Aging Team and Area Agency on Aging Division meetings and other agency work groups and complete all SLL training and certifications as directed by the MBA/AAA.
- Other duties as deemed necessary and assigned by MBA and/or Supervisor

Position Requirements: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability and physical demands that are required and environment characteristics encountered. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

Education: minimum of a bachelor's degree from an accredited college or university in social work, nursing, gerontology or related human service field.

Experience: at least one year of professional or internship experience in the social services field, including long-term care, health care provider, social services provider or lead agency setting.

Other: A valid driver's license is required. This position also requires the employee to have a reliable vehicle for travel within the region and occasionally within the state.

Competencies:

- **Knowledge of** LTC services including formal, quasi formal, and informal organizations and providers; housing options, public LTC and housing benefits; Medicare; Medical Assistance; health and LTC insurance; pension rights; caregiver support; challenges of families related to aging and caregiving; aging process; public financial assistance programs; county Long-Term Care Consultation Services.
- **Skill in** interview techniques; empathetic listening; assessment; researching and choosing service options; problem-solving; presenting ideas in a logical order; public speaking; working with groups and organizations.
- **Ability to** efficiently and accurately use systems for client-tracking, service database and telephone technology; communicate clearly; put concerned individuals at ease; maintain confidentiality; make independent judgments in referring consumers; react quickly in crisis situations; participate in relationship-building activities and information and assistance service system development; provide basic health insurance counseling; use of a vehicle and ability to drive; keep up-to-date about changes in services and benefits; assist with data collection and preparation of reports; participate in agency work groups and initiatives about the operation of the Area Agency on Aging and its programs and services

Language Skills: Ability to read, analyze and interpret technical procedures and governmental regulations. Ability to write reports, business correspondence, and

procedure manuals. Ability to effectively present information and respond to questions from planners, managers, clients and general public.

Mathematical Skills: Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to think critically to assess cases or situations, make appropriate referrals and articulate logical next steps by providing guidance, advocacy and social work. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

Physical Demands: The employee is required to regularly communicate via Voice Over Internet Protocol (VOIP). The employee is frequently required to reach. The employee must be able to travel to various offsite meetings and occasionally lift and/or move up to 25 pounds.

Work Environment: This is a professional office. The noise level in the work environment is usually quiet. There are no hazards or unsafe conditions in this environment.

Travel: This position requires minimal travel within the region and occasionally within the state.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties and skills required.

Signature

Date

Created 2014
1/7/2019

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August 2014