

POSITION DESCRIPTION

Arrowhead Regional Development Commission

Title: Senior LinkAge Line® Preadmission Screening Specialist
Classification: Program Coordinator I
Division: Arrowhead Area Agency on Aging
Reports to: Director of Arrowhead Area Agency on Aging
FLSA Status: Non-Exempt

SUMMARY OF FUNCTIONS: Conducting the Preadmission Screening (PAS) functions of the Senior LinkAge Line® at a statewide level, including OBRA Level I, nursing facility level of care screening and follow-up for short-term nursing facility stays. Being responsible for connecting people for an OBRA Level II screening or a face-to-face assessment with a lead agency and resolving complex problems that arise. Adhering to and implementing statewide standards, protocols, policies, forms, and training to support these functions as set forth by the Minnesota Board on Aging.

MINIMUM QUALIFICATIONS:

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

Experience: Two years of experience working in the area of long-term care, including experience at a county or managed care plan.

Other Qualifications/Requirements:

- Sufficient high-speed internet, secure and password protected service is required.
- Hiring for this position is contingent on passing a background check.

POSITION FUNCTIONS INCLUDE:

1. Conducting PAS functions ensuring all transactions are completed accurately and timely, according to both state and federal regulations.

Examples of Functions:

- Adhering to administrative policies and processes to guide the operation of the Senior LinkAge Line® PAS process.
- Ensuring that Senior LinkAge Line® PAS correspondence systems (chat, fax, email and phone) are maintained, and inquiries are addressed and responded to, in a timely and secure manner utilizing the MinnesotaHelp Network™ technology architecture.
- Completing data entry and analysis of data to complete the PAS process in the required data tracking systems, including MMIS, MAXIS and our Customer Relations tool.
- Referring cases and providing follow-up in an appropriate and timely manner to partners.

- Conducting follow-up calls for those returning home after short-term nursing home stays and meeting follow-up guidelines provided by Minnesota Board on Aging.
 - Using interviewing, problem-solving and advocacy skills to help people assess their needs and helping connect them to formal, quasi-formal and informal service providers.
2. Analyzing and resolving complex or unusual issues related to PAS, claims/payments for residents on public programs, nursing facility level of care determinations and other issues pertaining to people in certified nursing facilities, swing beds or boarding care facilities so issues are resolved in a timely manner and steps are taken to prevent future problems.

Examples of Functions:

- Conducting inbound and outbound calls through appropriate hunt groups utilizing the MinnesotaHelp Network™ technology, with nursing facilities, lead agencies, managed care organizations, tribes or consumers who may have an escalated situation or need specialized follow up, with the support of the Senior LinkAge Line® PAS Quality Assurance Lead.
 - Researching and understanding MinnesotaHelp Network™ Senior LinkAge Line® policies and procedures, federal rules and state statutes to make necessary determinations to provide solutions to issues.
 - Assisting partners understand information from state and federal regulations.
 - Composing correspondence or documentation as necessary to obtain information related to issues and/or to notify those involved of the actions taken and/or interpretations made to resolve problem issues.
 - Serving on MinnesotaHelp Network™ /Senior LinkAge Line® workgroups and scheduled conference calls as assigned by the Area Agency on Aging director or management to provide expert information and input.
3. Interpreting and conveying PAS information and concepts through presentations, trainings, meetings, reports and written correspondence ensuring inquiries are responded to and specialists have the necessary information to perform work-related responsibilities.

Examples of Functions:

- Participating in training developed by the Minnesota Board on Aging, including the Core Body of Knowledge and other applicable trainings.
- Adhering to Minnesota Board on Aging Standards & Assurances.
- Reviewing literature and conferring on a regular basis with other staff to remain knowledgeable and up to date regarding issues that affect the Senior LinkAge Line®.
- Promoting a positive work environment that motivates and engages staff in the program.
- Providing guidance to Senior LinkAge Line® specialists when questions or issues arise regarding PAS.
- Other duties as assigned

POSITION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each function satisfactorily. The competencies listed below are representative of the knowledge, skill and/or ability and physical demands required, and environment characteristics

encountered. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

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.
- Understand and convey Senior LinkAge Line information and concepts to providers that interact either through mandate or voluntary requests with the MinnesotaHelp Network™, such as hospitals, nursing facilities, registered housing with services settings, assisted living facilities and health care homes.
- Resolve complex problems to take steps to prevent problems from recurring.
- Respond to policy and procedural changes with agility and flexibility
- Provide excellent customer service and maintaining positive relationships.
- 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.
- Proper English-usage, grammar, punctuation, reading comprehension, spelling and vocabulary at a level sufficient to interpret statutes and legal documents.
- Strong computer skills, including electronic mail (Outlook), word processing, spreadsheets, routine database activity and accurate data entry.
- Communicate clearly; put concerned individuals at ease.
- Maintain confidentiality.
- Make independent judgments in referring consumers and coaching staff.
- React quickly in crisis situations.

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 inside and outside stakeholders and general public.

Mathematical Skills: Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

Physical Demands: The employee is regularly required to talk or hear. The employee is frequently required keyboard. The employee must occasionally stand, walk, and lift and/or move up to 25 pounds. Specific vision abilities required include close vision and ability to focus.

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. Work from home options may be made available in a hybrid model but employees are required to demonstrate a work area that meets HIPPA compliance.

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

ACKNOWLEDGEMENT SIGNATURE: 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

MinnesotaHelp Network™ Training Requirements after hire:

- Long Term Care Options Counseling protocol
- MDS Section Q protocol
- All other Senior LinkAge Line written protocols, as appropriate
- Resource House Web Based Web Referral
- Revation LinkLive™
- Shadow other Senior LinkAge Line Specialists in own contact center
- MMIS
- Aging Network Extranet
- DHS Protecting Data and Information Privacy course
- Vulnerable Adults Mandated Reporting training
- Core Body of Knowledge
- Other training's (either online or in person) identified by the Minnesota Board on Aging and announced via weekly email