



Position: Long Term Care Specialist (Screener)

Program: Information, Assistance and Access (IA&A)

Responsible to: IA&A Supervisor

Job Classification: Hourly, Non - Exempt, Full time

Created: **Revised:** January, 2024

The Aging and Disability Resource Center (ADRC) is a single point entry for older adults and people with disabilities who need information and assistance with community resources and access to publicly funded, community-based long-term care programs. The LTC Specialist will provide information and assistance (IA&A), long-term-care options counseling, and functional eligibility and enrollment.

Duties and Responsibilities:

- Provide prompt, accurate and friendly responses to requests for information about an array of topics and for access to long term care resources.
- Maintain up to date knowledge of community resources and benefit programs, and program guidelines.
- Obtain and maintain Inform USA certification within 1 year of employment.
- Provide guidance to individuals and families about long term care options.
- Acquire and maintain certification as a screener for the Long-Term Care Functional Screen and participate in all training for screeners.
- Maintain up to date knowledge of eligibility and enrollment & disenrollment procedures and protocols for Family Care and Partnership Programs, PACE, and the self-directed supports waiver IRIS.
- Meet with consumers outside of the office to conduct functional eligibility and enrollment for public funding for community-based services, and/or long-term care options counseling.
- Provide advocacy and connect clients with needed services.
- Make referrals to programs within the ADRC as well as to outside organizations to meet needs of individuals living in the community.
- Document calls, maintain detailed case records, complete eligibility and enrollment documentation, and participate in case staffings.
- Attend and participate in staff development programs, including in-service training, staff meetings and professional seminars.
- Maintain high level of confidentiality and performance that is established in ADRC contract, quality assurance plans and agency standards.

Qualifications:

- Bachelor’s degree in human service-related field
- Excellent active listening, interviewing, and advocacy skills
- Knowledge of case work principles, long-term care, social service delivery systems and community resources
- Knowledge of Medicaid, Medicare and other public benefit programs preferred
- Ability to organize and plan work effectively, and independently

- Ability to communicate clearly and effectively, orally and in writing
- Ability to handle difficult callers and situations and take appropriate action
- Certified Long-Term Care Functional Screener preferred
- Certification for Community Resource Specialist- Aging/Disabilities preferred
- Proficient experience with computers
- Reliable, insured vehicle

Signature: _____ Date: _____