

JOB DESCRIPTION

PROGRAM: STEP Office of Aging
JOB TITLE: Waiver Program Service Coordinator I
CLASSIFICATION: Caseworker I
PAY GRADE: 9

JOB SUMMARY:

This position provides service coordination and assessment services to customers participating in the Pennsylvania Department of Human Services (DHS) Medicaid Aging Waiver Program.

SUPERVISORY RELATIONSHIPS

REPORTS TO: Home- and Community-Based Services Manager (HCBSM)
SUPERVISES: Not Applicable

ESSENTIAL QUALIFICATIONS

- Bachelor's Degree in Social Work or a related field, and two years of experience in public or private social work that involves comprehensive and/or psychosocial assessments, or a licensed Registered Nurse with two years of experience, preferably involving home health services, or in a program performing comprehensive functional and/or psychosocial assessments, or any combination of education and experience sufficient to demonstrate possession of the required knowledge, skills, and abilities; and,
- Certification for completion of level of care determination assessments (LCD)

GENERAL REQUIREMENTS

- One year of experience with both operating personal computer hardware within a networked environment and Microsoft Office products including Word, Access, and Excel;
- Pennsylvania State Police Criminal History Clearance, Child Abuse Clearance, Motor Vehicle Record check current within 90 days of employment; and the ability to be bonded;
- Ability to travel out of town and overnight for Program purposes;
- Valid driver's license and an insured vehicle available daily or other arrangements for transportation to fulfill job duties; and,
- Clear speaking voice and the mental and physical ability to perform essential job functions without any health restrictions, including the ability to sit, stand, climb stairs, and safely lift and carry twenty pounds unassisted, have unrestricted use of the upper body, and corrected or uncorrected hearing and vision within normal ranges and the ability to access handicapped-inaccessible residences.

SPECIFIC DUTIES

- ❖ Provides information to Aging Waiver customers and facilitates access, coordinates, and monitors needed services and supports;
- ❖ Informs Aging Waiver customers about the waiver, required needs assessments, person-centered planning process, and service alternatives, including customer-directed care, rights, risk, and responsibilities;
- ❖ Provides service coordination per the regulations of the DHS for customers receiving Aging Waiver Services; this includes but is not limited to completing an assessment for service planning, developing a service plan, calculating the cost of the service plan, submitting the

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- plan to DHS for approval, arranging for service from providers, following-up on referrals, and reassessing/updating the service plan;
- ❖ Performs reassessments of customers per the Aging Policy and Procedure Manual using the Level of Care Determination Assessment (LCD) to determine if customer remains nursing facility clinically eligible (NFCE) or ineligible and their needs; completes Decision Narrative and refers to County Assistance Office to determine financial eligibility if NFCE;
 - ❖ Consults with lead service coordinator or Home- & Community-Based Services Manual (HCBSM) regarding cases, care plans, and assessments, especially any problems or safety concerns;
 - ❖ Travels to homes, hospitals, and other facilities as required to perform essential job duties;
 - ❖ Completes all required and requested documentation in the SAMS/OMNIA computer data base;
 - ❖ Accrues billable time at a rate set by HCBSM;
 - ❖ Maintains daily log documenting billable and non-billable time in this fee-for-service program;
 - ❖ Assists customers with placement in a nursing facility;
 - ❖ Completes Report of Need for Protective Service and notifies the Protective Service Supervisor immediately for the Report to be assigned to a protective services worker;
 - ❖ Completes daily and monthly reports as required;
 - ❖ Provides personal advocacy for customers to assist in resolving problems;
 - ❖ Implements all DHS regulations and Pennsylvania Department of Aging Program Directives, and all STEP and Aging Program policies and procedures as they apply;
 - ❖ Complies with all federal, state, and local laws and regulations;
 - ❖ Attends training as assigned and shares information with appropriate staff; and,
 - ❖ Performs related work as required.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES

- ❖ Knowledge of the following:
 - Effective customer service principles;
 - Microsoft Office Suite, including but not limited to Microsoft Word, Excel, Access, Power Point, and Publisher components.
 - Professional social casework principles, practices, and methodologies;
 - Individual, group, and family behavior and ways of working effectively with the elderly and disabled;
 - Current economic, social, and health problems of the elderly and disabled;
 - Mental health conditions and dementias that afflict the elderly;
 - Mental health services system; and,
 - Civil and criminal court proceedings.
- ❖ Skill in the following:
 - Writing, editing, and communicating, including knowledge of English grammar, spelling, and punctuation as they would relate to the production of reports, care plans, and other operational documents, as well as their use in communicating with a variety of individuals and groups;
 - Using a keyboard and personal computer; and,
 - Speaking, listening and interviewing in order to express ideas clearly and to interact effectively with customers, coworkers, management, outside agencies, and the public.
- ❖ Ability to do the following:
 - Perform comprehensive assessments, including psychosocial information;

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- Determine the appropriate level and locus of care and justify the determination in a written narrative;
- Develop and write care plans based on the comprehensive assessment;
- Work effectively with people and aid them to grow in the constructive utilization of their capabilities and in adjusting to their specific problems;
- Organize and plan work;
- Perform arithmetic calculations sufficient to complete income eligibility forms and cost of service and cost share calculations;
- Communicate with law enforcement, attorneys, judges, and district justices;
- Perform Mini Mental Status Exam;
- Evaluate a person's decision-making capacity;
- Evaluate the safety of living arrangements and housing;
- Recognize situations that indicate an older adult is at imminent risk of death or serious physical harm;
- Be creative, resourceful, and flexible;
- Collect, organize, analyze, and process information accurately, quickly, and efficiently;
- Identify and meet goals, objectives, outcomes, and timelines within broad parameters;
- Demonstrate respect for individuals and groups with varied cultural, racial, ethnic, religious, and linguistic identities or backgrounds;
- Establish and maintain effective working relationships with staff, administrators, partnering agencies, elected officials, government agencies, businesses, customers, and the public;
- Analyze, evaluate, and recommend action on customer needs;
- Understand and accept the needs and rights of others, and effectively communicate with customers;
- Work independently, as well as within a team;
- Speak to groups of varied socioeconomic backgrounds;
- Plan and organize work, prepare adequate records and reports, set priorities, and maintain a caseload in an effective and timely manner;
- Think creatively and work cooperatively with supportive staff and outside agencies to promote and improve senior citizen services;
- Interpret written and oral information; and,
- Project a positive image.