

JOB DESCRIPTION

PROGRAM: STEP Office of Aging
JOB TITLE: Aging Social Services Manager
CLASSIFICATION: Program Manager IV
PAY GRADE: 14

JOB SUMMARY

This position administers and supervises Pennsylvania Department of Aging (PDA) funded Information & Referral, Person Centered Counseling, Care Management, In-Home Services, Caregiver Support Program, and the Functional Eligibility Determination Assessment Program.

SUPERVISORY RELATIONSHIPS

SUPERVISES: Long-Term Care Assessors, Care Manager/Assessors, Information and Referral Staff

REPORTS TO: Program Director

QUALIFICATIONS

- Bachelor's degree in Social Work or a related field, and three years of experience in public or private social work that involves comprehensive assessments and care planning, or bachelor's degree in Nursing with three years of experience in home health services or any combination of education and experience sufficient to demonstrate possession of the required knowledge, skills, and abilities;
- Pennsylvania State Police Criminal History Clearance, Child Abuse Clearance, and Motor Vehicle Record check current with 90 days of employment, and the ability to be bonded;
- Ability to travel out of town and overnight for Agency purposes;
- Valid driver's license and an insured vehicle available daily, or other arrangements for transportation to fulfill job duties; and,
- Physical ability to perform essential job functions without any health restrictions, including the ability to sit, stand, lift, and carry up to 20 pounds unassisted, climb stairs, have unrestricted use of the upper body, corrected or uncorrected hearing and vision within normal ranges, a clear speaking voice, and the ability to access handicapped-inaccessible residences.

SPECIFIC DUTIES

- ❖ Supervises and administers the following components of PDA funded services currently designated as OPTIONS services: Information & Referral, Person Centered Counseling, Care Management, In-Home Services, the Caregiver Support Program, and the Functional Eligibility Determination Assessment Program;
- ❖ Supervises and administers the Functional Eligibility Determination (FED) Assessment Program; interprets and implements Omnibus Budget Reconciliation Act (OBRA), DHS regulations; provides instruction and information to nursing facilities, hospitals, and personal care homes on above regulations and agency procedures; maintains files and web-based consumer documentation;
- ❖ Supervises the agency staff working within the above programs; interviews, as part of a team, when filling one of these positions; orients and oversees training of new staff; prepares and updates job descriptions for positions supervised; conducts evaluations of staff supervised, as required; conducts staff meetings, as needed; processes time and mileage forms on a timely and accurate basis; reviews vacation and sick leave requests; recommends disciplinary actions

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- to the Program Director in a timely manner;
- ❖ Develops and maintains an information exchange with other agencies and organizations; participates in public information forums and programs, and other opportunities to inform the public of agency services;
 - ❖ Submits to the Program Director, in a timely manner, notes from all staff meetings and in-service trainings, required reports on program activities, and training requests;
 - ❖ Attends training approved by Program Director and shares information with appropriate staff;
 - ❖ Serves in rotation as on-call supervisor for Older Adult Protective Services/Service Coordination and participates in agency's protective services/service coordination on-call schedule;
 - ❖ Covers for the other Aging Social Services Manager as needed;
 - ❖ Reviews and oversees consumer records and documentation in the web-based data system and paper records;
 - ❖ Monthly, prepares lists of customers needing reassessments completed and assigns staff to complete the reassessments;
 - ❖ Checks customer application/registration forms for accuracy and completeness;
 - ❖ Reviews cost of care plan and cost share calculations to ensure compliance with Aging Policy and Procedure Manual (APPM); recommends waiver to cost cap as appropriate;
 - ❖ Performs Functional Eligibility Determination assessments of customers to determine if customer is NFCE or ineligible; completes financial screening if NFCE; refers to the Aging Waiver Program or Albright LIFE via the Independent Enrollment Broker if they are eligible;
 - ❖ Provides care management according to the APPM for customers needing in-home meals (Meals on Wheels), personal care, personal emergency response systems, home support, home health, overnight shelter, environmental modifications, the Caregiver Support Program and other services; provides care management for complex or difficult cases (customer with an increasing level of dependency making it difficult to live alone and those with other problems), as appropriate; provides assessment utilizing a Needs Assessment Tool or NAT-Express, prepares a written care plan in cooperation with the customer, implements care plan and referral process, follow-up, reassessment, ongoing care management, ongoing case documentation, and termination;
 - ❖ Provides customers a choice of providers to provide personal care, home support, and personal emergency response systems;
 - ❖ Calculates cost of care plan and determines customer's cost share amount; explains cost share regulations to customers; contacts customers who are delinquent on cost share payments to attempt to resolve payment problems;
 - ❖ Provides services of Caregiver Support Program utilizing the caregiver assessment tool (CAT), evaluates the needs of the caregiver and caregiving environment, develops a care plan and reimbursement agreement, provides benefits counseling, refers for caregiver training and education, as necessary; reviews reimbursement forms for compliance with plan and agreement; calculates the reimbursement amount and submits for review; provides same services for grandparenting part of this program for relatives age 55 and older providing care for relatives under the age of 18 (involves working with caregivers under 60 years of age);
 - ❖ Backs up staff to complete the FED Assessment process on all applicants for the following: Department of Human Services (DHS) payment for nursing facility placement, Aging Waiver Program, Albright LIFE, other DHS Waiver Programs for people with disabilities aged 18 to 59, and Special State Supplement for placement in a licensed personal care home;
 - ❖ Backs up staff as needed to review the OBRA Pre-admission Screening Form, the Medical Evaluation Form (MA 51), and hospital or nursing facility medical charts; completes, when

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- appropriate, an assessment interview with the customer and, as indicated, contacts physicians, other medical personnel, family members, and others providing support to the customer, so as to complete the assessment and forward to appropriate Commonwealth agency for review;
- ❖ Informs customers of the appeal process regarding disagreements with the care plan;
 - ❖ Receives report of need for protective services, completes Report of Need for Protective Service Form, and notifies the Protective Service Supervisor immediately for the Report to be assigned;
 - ❖ Provides protective services as backup staff for customers according to Act #1987-79 Older Adults Protective Services Act and amendments and Department of Aging Regulations for Protective Services for Older Adults, including but not limited to investigating reports of abuse, abandonment, exploitation, and neglect; completes an Older Adults Protective Services Investigation Report as part of the investigation process; when a need for protective services is substantiated and provided, completes a written protective services care plan and assessment, implements the care plan, reassessment, ongoing case recording, and termination, as necessary;
 - ❖ Participates in the program's protective services on-call schedule to receive protective service reports, investigate reports, and perform other protective services casework during hours the Aging Program offices are not open;
 - ❖ Keeps Protective Service Supervisor well informed of protective service care plans and actions from initial receipt of Report of Need through termination of protective services;
 - ❖ Participates in the on-call supervisory/lead caseworker rotation to provide supervisory support to on-call caseworkers;
 - ❖ Makes initial face-to-face contact with elderly individuals to explain services, screen for needs, arrange for referral of individuals found to need Office of Aging services or other resources such as, but not limited to, Social Security, County Assistance Office, and public housing;
 - ❖ Completes necessary forms to obtain Office of Aging services and completes or aids in completing forms for other services and benefits such as, but not limited to, Medicare, rent rebate, PACE, and DHS Programs;
 - ❖ Provides information and referral services; explains which agencies the customer should contact, or personally refers inquiries to the appropriate agency;
 - ❖ Provides office coverage and maintains availability to assist walk-in customers, answers the telephone and receives/writes referrals for services, as assigned or scheduled;
 - ❖ Assists customers to locate and move into adequate housing including personal care homes and nursing facilities;
 - ❖ Provides personal advocacy for customers to assist in resolving problems;
 - ❖ Assists customers to improve problem-solving and/or coping skills;
 - ❖ Travels to homes, hospitals, and other facilities as required to perform essential job duties;
 - ❖ Provides transportation and escorts customers to medical facilities and social service agencies as a last resort;
 - ❖ Attends training sessions and shares information with staff, as assigned;
 - ❖ Completes Program's monthly reports and daily logs as requested in the regulations;
 - ❖ Fills in for staff, when the situation demands; and,
 - ❖ Performs related work as required.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES

- ❖ Knowledge of the following:
 - Social casework principles and methods;
 - Individual and family behavior, and ways of working effectively with the elderly and persons with disabilities;

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- Current economic, social, and health problems of the target client population and available resources to address these problems;
- Program interpretation and community organization techniques; and,
- Public welfare administrative principles and practices.
- ❖ Skills in the following:
 - Communication to clearly express ideas orally and in writing, and to effectively interact with clients, staff members, outside agencies, and the general public; and,
 - Development and implementation of programmatic policies, and procedures.
- ❖ Ability to perform the following:
 - Supervisory duties such as writing and updating job descriptions, processing time and mileage vouchers, reviewing and processing vacation and sick leave requests, and making recommendations on employee evaluations and disciplinary actions;
 - Establish and maintain effective working relationships with clients, staff, other organizations and the general public;
 - Interpret laws, regulations, and directives;
 - Evaluate the work of assigned staff, and provide technical assistance, guidance, and disciplinary measures;
 - Analyze case records for appropriate assessment outcomes and care planning;
 - Arithmetic calculations sufficient to complete income eligibility forms, make cost of service calculations, and assist clients with household financial records and household budgeting; and,
 - Plan, organize, direct, and evaluate the work of others.