



POSITION DESCRIPTION

Title: Senior Program Support Specialist (Case Work Option)
Department: Council on Aging
Job Analysis: September 2021

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Reports To: Council on Aging Coordinator, Administration Support Specialist
Subordinate Staff: None
Internal Contacts: COA Staff
External Contacts: General Public
Status: Classified/Non-Exempt (305)

Job Summary

Greet public, answers telephones, directs calls, provides resources and information. Assists with Senior Treasures. Displays merchandise, enroll new participants, record sales and deposits regularly. Maintains bulletin boards, educational materials, and outreach information. Assists with special projects and programs. Coordinates legal appointments, tax aide and insurance counseling appointments as needed. Makes copies and sends faxes. Assists with data entry into the Alabama Information Management System (AIMS). Provides support for case managers and case workers with interviewing and qualifying clients for programs. Assist with developing case plans, document client contacts, and provide follow up. Assist with benefits screenings, insurance counseling and in-home assessments. Obtain client documentation when applying for assistance. Aid with SAINTS program duties, Maintain accurate resource/referral information. Provide telephone reassurance support and conduct wellness checks. Maintain S.E.E.K. program client files and yearly updates. Provide support for S.A.I.L Centers as needed, following food service procedures, assisting with meal prep, service and delivery, daily reporting, collecting/recording donations and maintain cleanliness of Center. Assist with special events and programs.

Job Domain

A. Reception and Referral

1. Greet, assist and provide pertinent information to public.
2. Assess/interview clients periodically for changes in needs.
3. Document client contacts, insurance counseling, benefit checkups.
4. Assist with COA outreach activities.

B. Program/Case Work

1. Organize and maintain client files.
2. Document client contacts and information.
3. Conduct benefit checkups.
4. Update and maintain SEEK files.
5. Provide insurance assessments.
6. Conduct wellness checks.
7. Provide information and referrals.

Knowledge, Skills and Abilities

1. Knowledge of principles and procedures of record keeping and client files.
2. Ability and willingness to learn departmental programs, policies and procedures.
3. Ability to deal with the elderly and public in a courteous and polite manner.
4. Ability to follow written and oral instructions.
5. Establish and maintain cooperative working relationships with those in course of work.
6. Ability to learn resources, insurance options, and assistance programs.

Other Requirements

1. Must have own transportation.
2. Be willing and available to attend training related to job.
3. Be responsible for keeping accurate time sheets.

Minimum Requirements

1. Must possess and maintain valid driver's license and be insurable by the County's insurance standards.