

POSITION DESCRIPTION

Title: Administrative Support Specialist IV
Department: Council on Aging
Date: October 2019

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

Subordinate Staff: *Case Manager, Center Manager, OAIIV, Senior AIDES, Case Worker, Mature Staffing * In the temporary absence of, or as directed by, the Council on Aging Coordinator, the Administrative Support Specialist IV shall supervise all staff.

Internal Contacts: Council on Aging Coordinator, Center Managers, Volunteers, Senior Aides, Case Managers, Case Workers

External Contacts: A.A.A. Staff and other agencies and resources relating to the senior population.

Status: Classified/Non-Exempt (J)

Job Summary

Duties include secretarial, bookkeeping and supervising staff. Provide information and referrals as needed for general inquiries. Prepares bank deposits, assists with annual budget reports. Applies for Title III grant to secure funding for COA programs and staff. Prepares monthly reports of expenditures and request for payment to South Alabama Regional Planning Commission. Creates reports and correspondence as needed. Prepares agenda items and performs follow up tasks as required. Assist with outreach preparation and budget items as needed. Maintain Council on Aging website information. Provide public educational and outreach items for social media. Maintain Council on Aging organizational chart and job descriptions. Attend Safety meetings and coordinate/distribute safety materials as needed. Prepare COA Staff meeting agenda/minutes as needed. Assist with staff timecards in absence of Coordinator. Coordinate Older American Day picnic and special events as needed. Seeks donations to fund special events. Responsible for maintaining office supplies, maintenance of vehicles. Coordinate repairs and maintenance of S.A.I.L. Center. Provide support at S.A.I.L. Center as needed. Submits work orders for maintenance/CIS repairs and projects. Coordinate use of legal/conference room. Works with AARP, coordinating use of office during tax season.

Compiles units of service data for all staff and logs information with the Alabama Information Management System (AIMS) on a monthly basis. Coordinates Indigent Cremation/Burial application process, meets with families and gather supporting documentation for the program. Coordinates pickup of body and receipt of cremains with Coroner's Office. Process payment request for indigent services. Responsible for petty cash funds and monthly reporting. Aides in distribution of Senior Christmas gifts and food bags. Order craft/ceramic supplies maintain purchase orders and requisition files. Report time and attendance records for Senior AIDE staff. Oversees donation and distribution of donated medical equipment and supplies. Provides support to COA Coordinator as needed. Provide Notary services for items prepared by State Legal Service provider. Support staff and oversee training requirements. Help to ensure staff work and promote good working standards. Attend meetings when required.

*In the temporary absence of, or as directed by, the Council on Aging Coordinator, the Administrative Support Specialist IV shall supervise all staff.

Job Domains

A. Record Keeping

1. Organizes and maintains office supplies.
2. Records and documents petty cash funds.
3. Seek donations for special programs and record deposits.

B. Reception and Referral

1. Answers telephone, providing general information and referral assistance.
2. Greets visitors, provide assistance and information relating to the elderly.

Knowledge, Skills, and Abilities

1. Knowledge of principles and procedures of record keeping.
2. Knowledge of current office procedures, methods, and computer equipment.
3. Ability to learn departmental programs, policies, and procedures.
4. Ability to maintain accurate records and meet deadlines.
5. Ability to deal with the elderly and general public in a courteous and polite manner.
6. Ability to follow written and oral instructions.
7. Establish and maintain cooperative working relationships with those in course of work.
8. Knowledge and ability to operate office machinery, computer and general software.

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.
4. Help coordinate new programs.

Minimum Requirements

1. Must possess and maintain valid driver's license.
2. Two-year degree or five-year work-related experience or combination of both.

POSITION DESCRIPTION

Title: Case Manager
Department: Council on Aging
Job Analysis: November 1, 2011; September 18, 2014; October 2019

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
Subordinate Staff: None
Internal Contacts: Administrative Support Specialist IV, Center Managers, Case Workers, Volunteers, Senior Aides, Office Assistant
External Contacts: Alabama Department of Senior Services, Social services and other agencies and resources relating to the senior population.
Status: Classified/Non-Exempt (I)

Job Summary

Nature of Work: Responsible, professional case management, administering to the needs of elderly individuals. Providing scheduling, training and monitoring quality of work of subordinate staff. Coordinate emergency service with other service agencies. Promote Council on Aging programs. Maintain productive professional networking relationships.

Serve as first point of contact for new clients and develop case plans. Assess needs and delivery of services through available resources. Provide information and referrals. Create and maintain client files. Make in-home case management visits as needed. Address legal/financial/abuse/neglect issues and coordinate services with DHR, County Conservator and other professionals needed to secure assistance. Serves as client advocate, provide assistance from governmental and private agencies. Responsible for locating available known resources within family, community and other service agencies. Provide insurance assessments and benefit checkups. Provide work schedules, training and monitors quality of subordinate staff's work. Manage and evaluate clients for the Frozen Meal, S.A.I.N.T.S. and Telephone Reassurance Programs. Initiate contact of case services needed and secure services. Represent, COA on committees, serving as COA representative to the local V.O.A.D. program, seeking to secure aid

for the elderly. In the event of a disaster, Case Manager serves as a Long-Term Recovery case manager, evaluating seniors needs and coordinating with local agencies and volunteers to meet those needs. Evaluates and coordinates frozen meals delivery for Baldwin County. Coordinates Medicaid Waiver referrals. Actively involved with the Ozanam Charitable Pharmacy program and evaluates clients in need of prescription assistance not available through the pharmaceutical companies. Assists Seniors in sorting through Medicare Part D providers and provides information on the various options available. Assists with enrollment if necessary. Supervise COA Case Workers, reviewing cases, keeping information updated on new programs and changes to existing programs. Coordinates emergency services with other agencies. Provide community outreach, distribute and promote program information. Holds public education events for local civic groups and organizations; health fairs, presentations upon request. Educate area medical professionals on COA programs possibly benefitting their patients. Case Manager works under the direction and supervision of Baldwin County Council on Aging Coordinator and is evaluated through periodic review of case records and reports.

Job Domain

A. Case Management

1. Identifies possible clients through referrals and various means of communication.
2. Determines financial eligibility for government, private and community resources.
3. Develops a care plan designed to satisfy clients' needs.
4. Monitors services delivered to clients to assure appropriateness and adequacy of service.
5. Maintains files and complete records and detailed work schedule.
6. Plans, organizes, and coordinates volunteers, provides training and placement with compatible clients or positions.
7. Evaluates progress toward the achievement of goals established by the care plan and makes necessary adjustments.
8. Performs other duties as assigned.
9. Refers clients to other agencies, coordinates service with public, private and community agencies.
10. Work closely with DHR, to resolve legal/financial/abuse issues.

Knowledge, Skills, and Abilities

1. Knowledge of principles and procedures of record keeping.
2. Knowledge of current office procedures, methods, and computer equipment.
3. Ability to learn departmental programs, policies, and procedures.
4. Ability to maintain accurate records and meet program deadlines.
5. Ability to plan, organize and prioritize case loads.
6. Ability to communicate clearly and effectively orally with staff and clients, orally and in writing.
7. Ability to establish and maintain cooperative working relationships with those contacted in the course of work.

Other Characteristics

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 Qualifications

1. Valid Alabama driver's license.
2. Five (5) years active employment with any combination of training and experience in community service or a closely related field preferred.

POSITION DESCRIPTION

Title: Case Worker
Department: Council on Aging
Job Analysis: **October 2019**

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
Subordinate Staff: None
Internal Contacts: Chief Administrative Assistant, Case Manager, Office staff
External Contacts: A.A.A. Staff and other agencies and resources relating to the senior population. Doctors and their staff, Pharmaceutical Representatives
Status: Classified/Non-Exempt (H)

Job Summary

Create and update client files. Document contact with client, caretakers, doctor's offices and pharmaceutical companies and charitable pharmacy. Obtain necessary documentation for filing of prescription assistance applications. Reorder medications as requested. Follow up with clients to maintain current client information. Provide Insurance counseling, assessments and benefit checkups. Provide clients with referrals and resource information. Locate resources within family, community and service agencies. Provide assistance with government and private programs. Keep current on new Medicare/Social Security information as it becomes available. Attend training sessions. Provide Community outreach, distribute and promote program information. Serves as back up to Case Manager for new and existing clients. Assist with special events.

Job Domains

A. Case Work

1. Organize and maintain client files.
2. Document client contacts, insurance counseling, benefit checkups.
3. Provides Insurance assessments.

4. Conduct Benefit Checkups
5. Refer clients to other agencies, coordinates service with public, private and community agencies.
6. Follow up with clients.

Knowledge, Skills, and Abilities

1. Knowledge of principles and procedures of record keeping.
2. Knowledge of current office procedures, methods, and computer equipment.
3. Ability to learn departmental programs, policies, and procedures.
4. Ability to maintain accurate records and meet deadlines.
5. Ability to deal with the elderly and general public in a courteous and polite manner.
6. Ability to follow written and oral instructions.
7. Establish and maintain cooperative working relationships with those in course of work.

Other Characteristics

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 Qualifications

1. Must possess and maintain valid driver's license.

POSITION DESCRIPTION

Title: Council on Aging Coordinator
Department: Council on Aging
Job Analysis: March 2012, September 2014, September 2018, Oct 2019

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: County Administrator
Subordinate Staff: Administrative Support Specialist IV, Case Manager, Case Workers, Center Manager/Activities Coordinator, Office Assistant IV, Homebound Meals Driver, Program Support Specialist, Volunteers, Senior Aides,
Internal Contacts: Council on Aging staff, County Employees
External Contacts: South Alabama Regional Planning Commission, State Department of Senior Services, Current contracted food service vendor Auburn University Social Services and other resources related to the senior population.
Status: Classified/Exempt (EC-8)

Job Summary

The COA Coordinator shall be responsible for providing guidance, development, direction, cooperation, and supervision of activities related to the implementation and operation of programs for older persons in Baldwin County. The COA Coordinator will promote senior programs, services, information and referral, outreach, advocacy, technical assistance and coordinate community resources for seniors. The COA Coordinator will network with other agencies and departments to meet the needs of the elderly. The Coordinator supervises nutritional center managers, senior aides, office assistant, case manager, mature staffers and volunteers. The director will assist the State Department of Senior Services and South Alabama Regional Planning Commission/Area Agency on Aging with special projects as needed.

Job Domains

A. Support & Development

1. Supervise and coordinate agency procedures, programs and services.
2. Create and implement service programs
3. Monitor subordinate staff.
4. Monitor services delivered to clients to assure appropriateness and adequacy of service.
5. Plans, organizes, and coordinates staff, assigning new programs/tasks as needs arise.
6. Develop programs and modification of existing programs, locate funding.
7. Provide good community relations through membership in professional organizations, interagency collaborations and councils related to aging.
8. Performs other duties as assigned.
9. Conduct educational presentation to increase public awareness of the Council on Aging's programs.

Knowledge, Skills, and Abilities

1. Knowledge of issues affecting Senior Citizens.
2. Become knowledgeable and implement departmental programs, policies, and procedures.
3. Ability to maintain accurate records and meet program deadlines.
4. Ability to plan, organize and prioritize the needs of seniors.
5. Ability to communicate clearly and effectively orally with staff and clients, orally and in writing.
6. Ability to establish and maintain cooperative working relationships with Federal, State and Local agencies.

Minimum Requirements

1. Valid driver's license or ability to obtain suitable alternate transportation.
2. Five (5) years active employment with any combination of training and experience in community service, Senior related field or a closely related field preferred.