

## **KIPDA Position Description**

**Class Title:** ADRC Specialist II

**Division:** Social Services/AAAIL-ADRC

**Supervisor:** ADRC Coordinator

**Supervises:** None

**Summary:** The Aging & Disability Resource Center (ADRC) Specialist reports directly to the ADRC Coordinator. The role of the ADRC Specialist II include introduction of supportive services, available benefits, and long-term option planning services to older adults, persons with disabilities their caregivers, and the general community. A person in this role will also attend in-service programs, staff meetings, and respond to changing situations in a flexible manner. The ADRC Specialist II develops knowledge and understanding of the Department for Aging and Independent Living (DAIL) and KIPDA Area Agency on Aging and Independent Living (AAAIL)/ADRC policies and procedures. This ADRC Specialist II shall perform activities that ease access to and support the process of Medicaid Waiver eligibility determination for individuals seeking services. This staff member handles performing telephone, on-site, and/or in-home screening to decide potential program eligibility. This entails social service “triage” work, linking aging clients and their caregivers to Medicaid programs and any other support services.

### **General Duties and Responsibilities:**

1. Provides older adults, adults living with disabilities, caregivers, and the community supportive services available to them via phone, email, or walk-in contacts.
2. Supplies person-centered information, benefits aid, during pre-intake assessment finding resources to meet those needs, supplying referral(s) to identified resources, and where appropriate, following-up to ensure that a consumer’s needs are met.
3. Provides basic options counseling to older adults and adults living with disabilities to help ease long-term supports and services.
4. Networks with other community groups and service providers such as but not limited to independent living centers, caregiver support groups and other aging or disability-community partners.
5. Supplies services per Kentucky DAIL and the Cabinet for Health and Family Services and adheres to the Alliance for Information and Referral Systems (AIRS) National Standards for an ADRC specialist.
6. Fulfills a customer services role ensuring that the consumer experiences a welcoming and professional greeting, a courteous tone of voice, proper language and interviewing techniques using active listening skills (over the phone, in person and via email) to build rapport with callers.
7. Completes basic SHIP (State Health Insurance and Assistance Program) Counselor education and receives required annual training to support SHIP Counselor status.

8. Utilizes the Information and Assistance resource database, as well as other written and computer-based information resources to find, evaluate and suggest potential programs and services.
9. Collaborates with ADRC Coordinator and staff to create and update the Information and Assistance resource database.
10. Participates in Quality Assurance/Quality Improvement projects and activities.
11. Attends public speaking and community outreach events to educate the community and other providers about KIPDA social services.
12. Arranges work schedule, as necessary, to meet the program and consumer service needs.
13. Participates in staff meetings and training activities.
14. Follows applicable federal and state laws, administrative rules, established agency procedures and accepted professional standards.
15. Participates in on-going training, supporting current knowledge to ensure compliance with federal and state regulations.
16. Maintains the confidentiality of client information as required by State and Federal laws and regulations and professional practice standards.
17. Enters correct and complete documentation in a prompt fashion in the Information and Referral database without judgment as defined by KIPDA Division of Social Services.
18. Maintains and revises client records and service documentation based on client feedback.
19. Utilizes client and service data systems to ease intake and pre-assessment as well as pre-eligibility decisions related to client needs.
20. Aids KIPDA staff, the provider network, and the public regarding best practices and emerging trends in support and service programs available to aging adults, persons with disabilities and their families.
21. Aids individuals in accessing the proper office or agency which decides Medicaid eligibility.
22. Supplies necessary forms and package all forms in preparation for Medicaid Waiver eligibility determination.
23. Aids the individual in collecting and gathering required information and documents for the Medicaid Waiver application process. The activity includes helping the potential applicant, as a secondary resource to family members and care providers, in gathering information and completing an application for Medicaid waiver process.
24. Coordinates with staff about Medicaid eligibility for potentially eligible individuals.
25. Helps in obtaining the required documentation for determination of functional eligibility.
26. Aids in tracking the Medicaid waiver applications through the eligibility process; contacts individuals during the process, as required, to update application information for pending Medicaid waiver eligibility.
27. Collects and keeps accurate Medicaid waiver eligibility determination tracking data. Participates in meetings as proper to help and enhance the Medicaid waiver eligibility determination process.
28. Builds relationships with and educates service providers and other professionals to facilitate referrals and increase awareness of Medicaid waiver resources.

29. Complies with follow-up and reassessment policies to monitor client status. Initiates pre-assessment of clients who are potentially eligible for Kentucky Transition Program and Medicaid Waiver Programs.
30. Assists KIPDA staff and other local agencies with nursing home diversion programs and processes.
31. Acts as a client advocate in complex service delivery system and maintains an open line of communication for at-risk older adults, persons with disabilities and their caregivers.
32. Helps with compiling data for reports as requested.
33. Performs other duties as assigned.

## **DESIRABLE QUALIFICATIONS**

Training and Experience: Bachelor's Degree from an accredited college or university in a human services related field with experience as a caseworker, case manager, intake specialist, or related work experience with the long-term care client population, preferably Medicaid and Medicare related experience; OR an Associate's Degree from an accredited entity in a human service related field and a minimum of two years' experience as a caseworker, case manager, intake specialist, or related work experience with the long-term care client population, preferably Medicaid related experience. Completion of the following required training and certification:

1. ADRC Basic Training within 3 months of hire date.
2. Options counseling within one year of hire date.
3. Receive AIRS certification within two years of hire date.
4. Maintain all state and KIPDA required continuing education and training.
5. SHIP/Benefits Training beyond the general basic training within one year of hire date.

## **Special Knowledge, Skills and Abilities**

	<b>Knowledge – Skills - Abilities</b>	<b>Principle Duties</b>
<b>Knowledge</b>	<ol style="list-style-type: none"> <li>1. Human Service</li> <li>2. Federal, state &amp; local laws related to aging and persons with disabilities</li> <li>3. Federal, state mandated forms, documentation &amp; procedures</li> <li>4. Computers &amp; standard programs</li> <li>5. Community Services</li> <li>6. Adult Interviewing skills</li> <li>7. Administrative procedures</li> <li>8. County personnel policies</li> <li>9. Safe practices</li> <li>10. Medicare, Medicaid, and other benefit and entitlement programs</li> </ol>	<p>Introduces supportive services, available benefits and long-term options counseling to older adults, disabled adults and their families.</p> <p>Provides service in accordance DAIL and KIPDA AAAIL/ADRC taxonomy.</p> <p>Provides social/human service triage.</p> <p>Provides advanced benefits counseling.</p>

	<p>11. Customer Service.</p>	<p>Offers assistance regarding best practices and emerging trends in support and service programs available to older adults, disabled adults, and their families.</p> <p>Knowledge of other agencies.</p> <p>Demonstrates understanding of policies and procedures; reference them from appropriate books and manuals.</p>
<b>Skills</b>	<ol style="list-style-type: none"> <li>1. Operation of basic office equipment</li> <li>2. Defines problems, collects data, establishes facts &amp; draws valid conclusions</li> <li>3. Enters data in required data systems</li> <li>4. Completes routine forms</li> <li>5. Interviews clients &amp; family members to determine need for services</li> <li>6. Utilizes critical thinking skills</li> <li>7. Writes &amp; prepares meaningful reports &amp; memorandum</li> <li>8. Conducts pre-screening and pre-assessment services to facilitate engagement in Medicaid programs and services</li> <li>9. Uses internet and other resources to research information needed to assist clients.</li> </ol>	<p>Collaborates and elicits feedback &amp; suggestions.</p> <p>Organizes job functions and work area.</p> <p>Works without direct supervision.</p>
<b>Abilities</b>	<ol style="list-style-type: none"> <li>1. Operates basic office equipment</li> <li>2. Works cooperatively</li> <li>3. Handles sensitive interactions, telephone calls and face to face contact with the public, clients, family members and agencies</li> <li>4. Safeguards client information</li> <li>5. Relates to and works with older adults and persons with</li> </ol>	<p>Establishes/maintains relationships with local groups/agencies.</p> <p>Maintains and revises client records.</p> <p>Attends required meetings and continuing education</p>

	disabilities 6. Possesses close vision and the ability to adjust focus 7. Processes information and makes good ethical decisions 8. Talks, hears, stands, walks, uses stairs, sits; uses hands to grasp, handle or feel objects, tools, or controls; reaches with hands and arms. 9. Uses resource tools to facilitate eligibility determination for benefits.	Obtains required certification.  Minimizes non-productive time.  Possesses effective customer service skills.
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## COMPETENCIES / ESSENTIAL FUNCTIONS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

- ✓ Ability to travel independently throughout the county.
- ✓ Ability to write reports and business correspondence. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- ✓ Must be able to relate to and work with persons who are ill, disabled, elderly, emotionally upset and, at times, hostile individuals within the home setting.
- ✓ Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- ✓ Maintain automobile insurance coverage and have access to an automobile.
- ✓ Regularly required to talk or hear, stand, walk, use stairs, sit; use of hands to finger, handle or feel objects, tools, or controls; and reach with hands and arms.
- ✓ Specific vision abilities required by this job include close vision and the ability to adjust focus.
- ✓ While performing the duties of this position, the employee travels by automobile and is exposed to changing weather conditions.
- ✓ Will be required to drive to attend meetings and/or visits to varied residential facilities.

## **ADDITIONAL REQUIREMENTS**

**Instructions:** Very general; must use own judgment most of the time.

**Processes:** Work varies slightly and seldom requires different, new, or unusual approaches to complete work.

**Review of Work:** Supervisor does not regularly review work.

**Analytical Requirements:** Duties are of a complex nature, requiring judgment for which there is no precedent.

**Tools, Equipment and Vehicles Used:** Normal office equipment (computer, copier, telephone, fax machine, etc.)

**Physical Requirements of the Job:** Work is typically performed while sitting at desk or table in a climate-controlled environment with intermittent standing, stooping, and walking; lifting light objects (less than 25 pounds) is a job requirement; operating a vehicle is a requirement of the job.

**Computer Skills:** Proficient in computer applications with the ability to utilize a computerized resource data base and match clients' needs and resources.

**Contacts:** Occasional to frequent public and private contacts requiring tact and diplomacy are requirements of the job.

**Confidential Information:** Regular use of confidential information is a job requirement.

**Mental Effort:** Moderate to heavy.

**Interruptions:** Constant.

**Special Licensing Requirements:** None.

**Availability:** N/A

**Certification Requirements:** AIRS Certification within 2 years of hire date; SHIP Certified/Trained (Basic SHIP within 3 months, Extensive SHIP training within one year of hire date).

**Additional Requirements:** Continuing Education & Required Training

**Overtime Provision:** Non-Exempt