

## **POSITION** Care Coordinator

**CLASSIFICATION** Full time  
**FLSA STATUS** Non-Exempt

**REPORTS TO** Director of Operations

**POSITION SUMMARY** The purpose of a Care Coordinator is to assist older adults and/or their caregivers in achieving health and wellness for as long as possible, in the least-restrictive setting possible, and to maximize the return on investment of human and financial resources. Typical functions may include, but are not limited to, Information and Assistance, options counseling, long term care planning and counseling, health care transitioning, case management, benefits counseling and other screenings, assessments and education.

### **ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

#### Information and Assistance

- Possess a working knowledge of resources and services available to older adults, people with disabilities, and caregivers in the service area;
- Refer consumers to appropriate entities for further assistance when necessary;
- Serve as a source of accurate and unbiased information on topics affecting older adults, people with disabilities, and caregivers;
- Obtain AIRS certification when eligible;

#### Benefits Counseling

- Be familiar with the eligibility requirements for programs available to older adults, people with disabilities, and caregivers;
- Provide consumers with individualized assistance with paperwork, application, and enrollment in public and private benefits programs;
- Advocate on behalf of consumers to ensure that they receive the benefits and services for which they are eligible;

#### Options Counseling

- Perform consumer-directed needs and risk assessments;
- Facilitate informed decisions about long term supports and future planning, including aging in place, through objective information, advice, counseling and assistance;
- Help consumers access programs, information and services, both privately- and publically-funded;

#### Case Management

- Perform assessments for in-home services for multiple funding sources, including Medicaid;
- Develop care plans;
- Manage units of service for in-home services within the assigned area;

#### Employer Expectations

- Understand and follow HIPAA regulations;
- Follow protocols for follow up with customers;
- Follow outlined procedures for record keeping;
- Adhere to highest standards of mandated reporting;
- Support the principles of self-determination through informed choice;
- Support and uphold the mission statement, principles and policies of the Northwest Missouri Area Agency on Aging.

- Represent the Agency in a positive, professional manner, and demonstrate the Agency's values, including relevant agency procedures and protocols, in all client and community interactions;
- Attend all mandatory training as specified;

## **OTHER DUTIES**

Perform all other duties as assigned by Director of Operations and/or CEO.

## **SKILLS, QUALIFICATIONS AND ABILITIES REQUIRED**

- Computer skills, to include basic skills as well as electronic application to various programs;
- Strong verbal and written communication skills;
- Cultural sensitivity to older adults and people with disabilities;
- Strong networking/collaborative skills;
- Solid problem solving and conflict resolution skills;
- Strong attention to detail, and time management skills;
- Reliable transportation for necessary travel within service area;
- Ability to perform moderate lifting, pushing and pulling;
- The ability to work and communicate efficiently and effectively with other staff members.

## **EDUCATION/KNOWLEDGE REQUIRED**

Bachelor's degree from an accredited college or university in Social Work, Psychology, Sociology, Gerontology, Nursing, Health Science, Health Care Administration, Human Resources, Political Science, Anthropology, Human Services, Public Administration, Education, Counseling, Criminal Justice, or a closely-related field.

Send résumé to Northwest Missouri Area Agency on Aging; Attention Director of Operations; PO Box 185; 1304 North Walnut Street; Cameron MO 64429 or email bstigall@nwmoaaa.org

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