

Midland Area Agency on Aging Job Description

Job Title: CHOICES Coordinator
Department: CHOICES
Reports To: CHOICES Supervisor
FLSA Status:
Full time: Non-exempt
Part time: Non-exempt

Summary Conducts assessments, care planning, implementation and ongoing case management of clients that meet criteria in the Care Management, Senior Care Options, Medicaid Waiver, and other CHOICES programs assigned.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

1. Perform screening and assessment of the clients referred to the CHOICES Program.
2. Develop a plan of care that will meet the client's needs and the approval of the client or legal representative.
3. Discuss with client (and family - with client approval) the various community and family care options available regarding services to be included in the care plan. Advocate for the client's needs and choice while respecting the independence of the providers who assist the client.
4. Provide for follow-up and monitoring of each active assigned case as required by the Care Plan at intervals determined by the CHOICES Coordinator and/or as procedure directs.
5. Collect, record, and file all data on the case for the case file, as required by the Midland CHOICES program procedures.
6. Perform Medicaid Senior Care Options Screenings. Assure compliance with the rules and regulations in regard to the contracts the Agency has with the Nebraska Department of Health and Human Services.
7. Have knowledge of and assist as needed in the development and recruitment of providers in the community.
8. Reassess client on a yearly basis or when significant change of client condition occurs. Revise care plans as necessary.
9. Communicate with other agencies within the community in regard to client needs and intra-agency referrals.
10. Attend scheduled Midland CHOICES staff meetings, Team Meetings, and required training sessions.

Supervisory Responsibilities

None.

Competencies To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Advocates for client needs, keeping in mind their safety and well-being; Able to manage difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Able to read and interpret written information.

Teamwork - Exhibits objectivity and openness to others' views; Gives and welcomes feedback.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Diversity - Shows respect and sensitivity for cultural differences.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures.

Judgement - Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Sets goals and objectives; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions. Appearance is neat, clean and present a positive, professional image.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Completes tasks on time or notifies appropriate person with an alternate plan.

Qualifications To perform this job successfully, an individual must be able to perform each Essential Duty satisfactorily. The individual must also possess the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

An Undergraduate Degree in related human services field or Registered Nurse license AND two years related experience in long-term care, gerontology, community health or related field.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence in a clear and legible manner taking into account who will be reading it. Ability to speak effectively before groups of clients, participants, or employees of an organization. Bilingual ability helpful.

Mathematical Skills

Ability to apply concepts of basic addition, subtraction, multiplication, division, and percentages.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

To perform this job successfully, an individual should have knowledge of Database software, Internet software, and Word Processing software.

Certificates, Licenses, Registrations

A current Nebraska license as a Registered Nurse, or a baccalaureate or graduate degree in the human services field, or certification under the Nebraska Social Work Law.

Current driver's license, Nurses must have current professional liability insurance, responsible for providing own insured transportation for work duties.

Other Skills and Abilities Skill with older adults and disabled individuals.

Other Qualifications Occasional overnight travel required.

Physical Demands 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.

While performing the duties of this Job, the employee is regularly required to use hands and fingers to type/write and feel; reach with hands and arms; and talk or hear. The employee is frequently required to stand and sit. The employee is occasionally required to walk, stoop, and kneel. The employee must occasionally lift and/or move up to 50 pounds.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is frequently exposed to outside weather conditions. The noise level in the work environment is usually moderate.

Employee Acknowledgement

I have read this job description and my signature indicates that I can perform the essential functions of the job with or without accommodation. I understand that my employment is at will, and can be terminated by me or Midland Area Agency on Aging at any time, with or without reason.

Signature of Employee_____

Date_____