

JOB DESCRIPTION

TITLE: AGING-IN-PLACE SPECIALIST

HOURS: Full-time 35 hours/week
(non-exempt, hourly position)

GENERAL DESCRIPTION

Under the direction of the Social Services Supervisor the Aging-in-Place Specialist assesses clients through the Person-Centered Options Counseling model to develop and execute a mutually agreed upon service plan improving the client's ability to safely age in the environment of their choosing. This position also coordinates and/or performs the duties of the Homemaker and Home Modification programs.

- Person-Centered Options Counseling (PC-OC) involves completing an intake form, developing a service plan and following up with the client to be sure they are able to access the provided resources and referrals.
- Homemaker Program provides up to 10-hours of light housekeeping and/or decluttering services in a client's home.
- Home Modification Program requires an in-home fall risk assessment to identify fall risk and home safety interventions. This program coordinates with approved licensed contractors to install grab bars and other approved interventions to support aging-in-place.

SPECIFIC DUTIES

1. Acquire and maintain a thorough and current knowledge of A1AA's social services programs while being able to effectively communicate them to older adults;
2. Respond to client telephone, walk-in, and written requests for assistance in a timely manner;
3. Maintain a relationship with common referral agencies including but not limited to Adult Protective Services (APS), Tri-County Independent Living Center, Home Health, Medical and Emergency Response partners (i.e., Open Door, Fire Departments). Ensure these agencies have the most up to date A1AA program information;
4. Manage and maintain client appointments and records;
5. Complete relevant assessments to determine the client's need and interests for long-term services and supports including appropriate referral to Homemaker and/or Home Modification supports;
6. Provide Person Centered Options Counseling (PC-OC) to clients, develop a

service plan, and support and provide guidance in their effort to make informed choices about Long-Term Services and Supports (LTSS);

7. Data entry and documentation of all interaction with clients, home modification contractors and other service providers including but not limited to, telephone calls, emails, letters, walk-in contacts, appointments, and home visits into the appropriate program software in a timely manner;
8. Attend A1AA agency, program, and community meetings and trainings, as requested.
9. Maintain positive and regular communication with the Home-Based Services Supervisor and report any challenges and concerns related to work duties immediately.

KNOWLEDGE AND ABILITIES REQUIRED

1. Ability to communicate with older adults and/or people with disabilities demonstrating respect, sensitivity and support to maintain a safe, healthy, and accessible living situation;
2. Strong customer service skills including the ability to say no and hold professional boundaries. Professional and polite interactions with co-workers, clients, service providers, and the public;
3. Excellent planning, prioritizing and organizational skills, attention to detail, and ability to meet deadlines;
4. Ability to appropriately consult supervisor, complete work independently, adhere to Agency policies and guidelines, and consistently exercise good judgment to analyze and solve problems;
5. Ability to function as a cooperative, fun and flexible team member and relate to people of diverse backgrounds;
6. Computer skills, including Google Suites and Microsoft Office. Experience with various databases preferred;
7. 18-years of age or older. Valid driver's license, insurance, a clean driving record;
8. Ability and means to travel within Del Norte and Humboldt Counties (including rural areas).

PHYSICAL REQUIREMENTS:

The physical requirements 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.

Essential Physical Requirements

- Ability to sit at a desk for several hours at a time;
 - Ability to stand for 2 to 3 hours at a time;
 - Ability to kneel, squat, bend, or stoop;
 - Ability to safely lift and move up to 20 lbs. without assistance.
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In the event of a community or agency disaster, job duties and responsibilities may change as directed by the Executive Director or other authorized agency representative. These duties would be related to assisting our client population, senior service providers, the agency, or other community organizations in disaster and recovery operations, following the agency disaster plan.