

**NEW RIVER VALLEY AGENCY ON AGING
JOB DESCRIPTION**

POSITION TITLE: AGING & DISABILITY SERVICES SPECIALIST/OPTIONS
COUNSELOR/CARE COORDINATOR

SUPERVISED BY: Aging and Disability Services Supervisor

CLASSIFICATION (FLSA): Exempt, Full-Time

JOB SUMMARY: A direct service position with the primary emphasis on an assessment of an individual's need for social and health services (i.e. Agency on Aging programs, public benefits, information and referral).

Options Counseling provides person centered needs assessments, counseling and referrals, preliminary care planning and short-term tracking based on consumer needs, preferences and situational context for persons in need of long term care supports.

Care Coordination is a direct service position with the primary emphasis on a comprehensive assessment of client's need for social and health services, developing care plans, arranging for service delivery and working with clients to monitor and reassess to determine if needs are being met.

JOB REQUIREMENTS:

- This position requires confidentiality in the handling of all client files, both paper and electronic, as outlined in the Agency's Privacy Protection Policies & Procedures.
- The person in this position is a mandated reporter of suspected abuse and neglect.
- The person in this position must have the ability to safely lift up to 50 pounds of materials and/or supplies as needed.
- The person in this position must be able to drive within the New River Valley and outside of the New River Valley as needed for job related work.
- The person in this position is subject to criminal background checks and pre-employment drug screenings.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED FOR POSITION:

- Knowledge of the principles of social work.
- Knowledge of the financial, social, physiological, nutritional and psychological impacts of the aging process.
- Knowledge of community resources, public benefits criteria, and consumer rights.
- Knowledge of the issues confronting older adults and individuals with disabilities.
- Ability to learn the services and programs offered by the Agency on Aging.
- Ability to communicate effectively with persons of different socioeconomic backgrounds.
- Ability to conduct effective interviews and assessments by home visits and telephone calls.

- Ability to effectively use the Agency's electronic assessment tool, while conducting in-home assessments and reassessments.
- Ability to work independently as well as with groups.
- Ability to compose correspondence and reports.
- Ability to maintain accurate program files and records, both paper and electronic.
- Ability to understand and follow oral and written instructions.
- Ability to establish and maintain an effective working relationship with associates, human service agencies, the medical community and the public.
- Ability to learn the geography of the 4th Planning District.
- Ability to prepare statistical reports as needed.
- Skills in problem solving.
- Ability to perform computer functions; primarily but not limited to use of Microsoft Word, Excel, PowerPoint and specific software used to capture client information.

EDUCATION AND/OR EXPERIENCE LEVEL:

- A Bachelor's degree in Social Work, Human Services or a related field is preferred. A combination of education and experience will be considered.
- A minimum of one- year experience working with older adults and/or individuals with disabilities.
- Experience communicating with individuals who have complex medical needs, the elderly, individuals with physical disabilities, and/or those who may have communication barriers.
- Good listening, interviewing and communication/interpersonal skills.
- Strong computer skills.

DUTIES:

- Client follow-up regarding changes in service.
- Assesses the needs of potential clients for health and social services and prepare a plan of care for clients.
- Maintain the required records for operation of a central case management file, both paper and electronic, to assure follow-up, reassessment, and as necessary, adjustment of client services.
- Maintain timely documentation in electronic client records.
- Take referrals, as needed, for older adults and individuals with disabilities in need by responding to telephone calls, walk-in or e-mail inquiries from family and friends, social service and community agencies, hospitals and physicians.
- Refer clients to other needed social and medical services as appropriate.
- Participate in staff meetings.
- Ongoing professional development (trainings, seminars, in-services).
- Other duties as assigned.

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