

## **KIPDA Position Description**

**Class Title:** ADRC Specialist I

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

**Supervisor:** ADRC Coordinator

**Supervises:** None

### **POSITION DESCRIPTION**

This position is responsible for telephone and walk-in screening and/or assessments of individuals to determine program eligibility for appropriate long term care options or facilities, as well as provide information and resources. The work hours for this position will be 9:00-5:00 Monday – Friday.

### **ESSENTIAL JOB FUNCTIONS**

- Assist, educate, and support callers and individuals who come into the facility who are attempting to negotiate the aging and disability network or coping with difficult long-term care decisions, about available community resources and services.
- Complete telephone and computerized screening from all referral sources, to determine an individual's appropriateness for services administered within KIPDA, and complete referrals to community agencies as appropriate
- Assist clients with crisis situations
- Work closely with referral sources and/or community members on communicating consumer related issues and determine through conversation with consumers or feral sources.
- Maintain current knowledge on all KIPDA programs, Medicare, Medicaid, long term care topics and other senior issues in order to provide assistance to seniors, individuals with disabilities and their caregivers.
- Obtain training and maintain certification for SHIP, AIRS or other programs as recommended by the ADRC Coordinator.
- Completes basic SHIP (State Health Insurance and Assistance Program) Counselor education and receives required annual training to maintain SHIP Counselor status. Provides SHIP counseling as appropriate to clients via telephone.
- Other duties as assigned

### **QUALIFICATIONS**

- Graduation from high school or equivalent supplemented by one year related work experience.

- Have at least one year prior experience in health care, community outreach, community resources, medical social work, geriatrics, or providing individuals with information about options available to meet long-term care needs or with related information.
- A valid driver's license and reliable transportation

#### **SKILLS AND ABILITIES**

- Good working knowledge and understanding of issues related to the elderly and disabled population.
- Tolerant, empathetic, good interviewing capability
- Knowledge of community resources in Louisville and the KIPDA region
- Excellent oral and written communication skills
- Excellent computer skills, including Windows operating system, MS Word, MS Excel, data entry and the ability to learn new software applications as needed.
- Respect for the cultural, spiritual, racial and ethnic beliefs and/or lifestyle choices of others; supports and manages diversity inside the team at KIPDA.
- Ability to travel occasionally within the state of Kentucky for training
- Builds cooperation among team members; treats team member equitably
- Excellent oral and written communication skills
- 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.
- 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.

#### **ADDITIONAL REQUIREMENTS**

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

**Processes:** Policies and procedures are constantly changing and require an ability to adapt to new, different or unusual approaches to complete work.

**Review of Work:** Supervisor regularly reviews 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.

**Contacts:** 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 or selection for the ADRC position, Basic SHIP training within 3 months of hire date, ADRC basic training within 3 months of hire date, and maintain all state and KIPDA required continuing education and training

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

**OTHER**

**Overtime Provision:** Non-exempt; 35 hours per week Monday-Friday 9:00am-5:00pm

**Starting Salary:** Dependent on qualifications and experience

**To Apply:** Email cover letter and resume to [kellytyra.cecil@kipda.org](mailto:kellytyra.cecil@kipda.org)

**Deadline to Apply:** Until the position is filled.

EOE