

Options Counselor/Case Coordinator

Job Description

General Description:

Assess, evaluate and arrange services for older adults who are 60 years of age or older, who are in need of in-home services and/or community services and enhance informal support systems when feasible.

Essential Duties and Responsibilities:

Options Counselor:

- Act as the first contact point for telephone and walk in individuals and families who have questions about services available for older adults
- Perform intake screenings, follow-up and advocacy calls
- Provide individuals and/or caregivers/ family with information about care options and assist families in determining appropriate level of care using a Person Centered Planning Philosophy
- Assist in identifying available financial resources for short term and long term planning
- Provide information on eligibility for MI Choice Waiver, Access Programs, LifeCircles PACE, Adult Home Help and Hospice Care
- Facilitate referrals to potential services, when appropriate and/or necessary
- Provide MMAP counseling to community members through phone calls and scheduled appointments
- Maintain information and referral database with most current resource information
- Educate community outlets including local corporations, churches and organizations about available resources

Case Coordination and Support Management:

- Provide a comprehensive assessment of participants needs, develop and monitor a service plan, identify and communicate with appropriate community agencies to arrange for services. *Evaluate the effectiveness and benefit of the services provided to the participant and link participants with appropriate service agencies and community resources
- Re-assess client's needs through on-going maintenance of client records and files and minimum of six months visits
- Provide assistance, education and understanding for clients in the area of Medicaid, Medicare, Social Security Insurance, Food Stamps, and other public benefit programs.
- Ability to complete forms needed to apply for programs that an older adult may be eligible to receive
- Maintain case files in efficient and timely manner
- Advocate for clients and aging adults as needed. Provide MMAP Counseling to clients and participate in MMAP Open Enrollment Outreaches, as needed

General:

- Attend periodic in-services, professional conferences, meetings and seminars; and represent agency on committees, as assigned
- Works as part of a team
- Maintain confidentiality
- Maintain monthly reporting and documenting requirements
- Perform all other duties assigned

Qualification Requirements:

The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must gain certification in MMAP counseling and maintain certification
- Must have valid Michigan driver's license, reliable transportation and provide current proof of automobile insurance
- Must possess a cell phone
- Demonstrated excellent oral and written communication skills
- Excellent detailed record keeping skill
- Computer competency in Microsoft Office Suite and internet research
- Able to work in all of northern Ottawa County
- Demonstrate ability to work independently, and to also maintain a collaborative team attitude and problem solving orientation

Education and/or Experience:

Bachelor's degree from four year college or university, preferably in social work, counseling or social services; licensed preferred. Experience working with older adults and case work preferred but not required.

Private Health Information (phi) Access Level:

This individual will be required to access Protected health Information (PHI) in order to carry out the essential functions of this job. The PHI Access needed by the employee to perform the essential functions of this job include:

Medicaid Waiver/Care Management/Case Coordination Programs

- Complete access to all PHI in the client and MICIS databases
- Complete access to all PHI in the client chart files

Position Reports To:

- Social Services Director

Position Status:

- Part time
- Up to 24 hours per week
- Non-exempt

If interested please send resume to allison@fourpointes.org

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 talk and hear. Specific vision abilities required by this job include close vision, distance vision and the ability to adjust focus. The employee frequently is required to sit and use hands to finger, handle, or feel objects, tools or controls. The employee is occasionally required to stand and walk.

While performing the duties of the job, the employee is required to lift and/or move up to 20 pounds. The employee must be able to travel in all kinds of weather and have reliable transportation.

The above is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements. Duties and responsibilities may be added, deleted, or changed at any time at the discretion of management, formally or informally, either verbally or in writing.

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