

# Tri-County Aging Consortium

## EXTERNAL JOB POSTING BULLETIN

Job Requisition Number	Posting Date	Due Date	Pay
041217	April 13, 2017	Until Filled	Grade 10, Step 1 \$17.7508/hr \$23,076.04/annually
<b>Job Title</b> Intake & Outreach Specialist (Part Time)			
<b>Location</b> Main Office			

**General Responsibilities:** Screens individuals for Project Choices and other TCOA services. Provides information on services and makes referrals appropriately. Promotes the concept of Person Centered Thinking and works under the umbrella of Person Centered Thinking.

**Essential Job Functions:** (Reasonable accommodations will be provided, if necessary, for individuals with disabilities who can perform the essential job functions.)

1. Responsible for Project Choices intake.
2. Provides Outreach for Project Choices which may include information about other TCOA programs.
3. Develops and presents information for referral sources to delineate the Nursing Home Transition process through Project Choices.
4. Answers telephone inquiries from callers who request information on waiver services and benefit programs. Maintains complete and accurate documentation from each caller.
5. Shares information with clients on available services and benefits in a timely and courteous manner.
6. Ascertains program suitability for callers and refers to other agency staff as appropriate.
7. Provides advocacy/social/emotional support to clients and their caregivers.
8. Assists with the wait-list for Project Choices and Case Coordination. Assists with developing protocols for wait list maintenance.
9. Examples of job functions listed do not include all tasks which may be found in this position. Duties and responsibilities may be added, deleted or modified at any time.

**Knowledge, Skills & Abilities:**

1. Commitment to the organization's missions and goals.
2. Computer skills sufficient to learn specific departmental software programs.
3. Ability to maintain confidential information regarding all aspects of client, volunteer, employee and agency information.
4. Ability to work independently or as part of a team.
5. Ability to communicate effectively and establish good relationships with staff, clients, volunteers and vendors.
6. Ability to represent the Agency in a professional manner.
7. Capacity for public speaking.
8. Must be able to adjust priorities to meet deadlines in a timely manner.
9. Ability to meet department standards with regard to job knowledge, client focus, initiative, productivity, communication, teamwork and attendance.

**Requirements:**

- Associates Degree in Human Services or related field is required. Bachelor's Degree preferred.
- A minimum of 1 year experience in the field of aging and/or disability is required.

**Working Conditions:**

- The work environment is a typical office setting. Safe work practices in regard to office equipment, avoiding trips/falls and fire regulations are required.
- Physical mobility is required for sitting, walking, standing, bending and lifting/holding/carrying objects of up to 20 pounds. Ability to enter and access information using a computer. Must be able to communicate effectively with clients, co-workers volunteers and vendors in person and over the telephone.
- Sensory requirements include exposure to uniform temperatures, conversational noise levels and everyday office activities.
- Mental requirements include the ability to handle varying levels of stress.

**Health Insurance Portability and Accountability Act (HIPAA):**

All employees who have access to health information whose confidentiality is protected by the HIPAA Privacy & Security Rule are required by the Rule to receive training so that they have an understanding and knowledge of the Privacy & Security Rule that corresponds to their job duties. Training on the requirements of the HIPAA Privacy & Security Rule and the plan's health information policies and procedures under the direction of the plan privacy & security officer(s) is a prerequisite for this position. Employees who violate the requirements of the HIPAA Privacy & Security Rule will be subject to discipline up to and including termination.

**Reports to:** I&A Options Counselor

**Work Location:** Lansing, MI

**Base work schedule:** 25 hours per week/Part-time, with the potential for occasional weekend or evening hours)

*Applicants must submit a resume, cover letter and Tri-County Office on Aging application by email to [hr1@tcoa.org](mailto:hr1@tcoa.org). You may also apply in person at Tri-County Office on Aging, 5303 S. Cedar, Suite 1, Lansing, MI 48911. Applications for TCOA positions may be found at [www.tcoa.org](http://www.tcoa.org)*

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