

BRANCH-HILLSDALE-ST. JOSEPH COMMUNITY HEALTH AGENCY JOB DESCRIPTION

AREA AGENCY ON AGING PROGRAM SPECIALIST

Supervised By: Area Agency on Aging Director

Supervises: None

FLSA Status: Non-exempt

Position Summary:

Under the supervision of the Area Agency on Aging (AAA) Director, provides administrative, financial and data management support for all AAA programs. Initiates, maintains and monitors annual and purchase-of-service vendor contracts. Provides comprehensive information and assistance to those who inquire, including pre-screening activities for various long-term care programs.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Performs clerical and administrative duties include typing, filing, copying, billing and electronic communications and information exchange.
2. Handles incoming and outgoing communications related to AAA operations and aging network resources.
3. Prepares and maintains organization of Care Management/Community Living Program consumer files/charts. Maintains confidentiality of consumer information at all times. Activities include preparing new charts, reorganizing files/charts as needed, thinning charts, and archiving/storing closed charts.
4. Prepares all consumer assessment, reassessment, and information packets, inclusive of all materials required for the Care Management/Community Living Program.
5. Performs data entry and retrieves data from COMPASS, National Aging Program Information System (NAPIS), and other related database programs as needed and/or required. Data management responsibilities include data entry, Targeted Case Management claims submission, report generation, consumer registration/enrollment, units posting and ongoing analysis of program data.
6. Conducts timely and compassionate telephone screening to determine potential eligibility for community programs/services, including AAA Care Management/Community Living Program. Links persons deemed ineligible to appropriate service agencies and community

resources.

7. Maintains comprehensive resource listings to provide information assistance to all those who may inquire, including other agencies and community organizations.
8. Monitors and assures compliance with established Michigan Aging & Adult Services Agency operating standards for service programs.
9. Compiles and completes monthly, quarterly and annual financial reports for submission to Michigan Department of Health & Human Services – Bureau of Aging, Community Living and Supports. Compiles and completes other programmatic and financial reports as required by other (non-ACLS) funded projects/programs.
10. Performs ongoing analysis and monitoring of provider budgets, programmatic reporting and various special projects.
11. Creates new forms and streamlines existing documentation in an effort to promote program efficiency and exceptional service delivery.
12. Assists the AAA Director in community needs assessment activities and completion of annual and multi-year planning documents.
13. Performs teaching, materials development and reporting for the Aging Mastery Program and other programs as directed.
14. Attends outreach events in an effort to broaden service provision and increase senior awareness.
15. Performs other duties as directed.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- High school diploma or GED, with coursework in office management preferred.
- Two or more years of experience in administrative/clerical duties, including experience in a long term care and/or human services field preferred.
- The Community Health Agency, at its discretion, may consider an alternative combination of formal education and work experience.
- Michigan Vehicle Operator's License.

- Ability to learn the principles and practices of community geriatric health services and programs, and applicable local, state and federal laws and rules.
- Ability to learn local, state, and federal laws, rules, and regulations as they relate to resident care, Medicaid, Medicare, services, costs and programs.
- Strong administrative and records management and office management skills and abilities.
- Skill in assembling and analyzing data and preparing comprehensive and accurate reports.
- Ability to critically assess situations and solve problems, and to work effectively under stress, within deadlines, changes in work priorities, and in emergency situations.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with others.
- Skill in the use of office equipment and technology, including Microsoft Suite applications, software programs utilized by the Community Health Agency, and the ability to learn new software programs applicable to the position.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the 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 communicate in person and by telephone, read regular and small print, view and produce written and electronic documents and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop and kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must lift or push/pull objects of up to 25 lbs. without assistance. Accommodation will be made, as needed, for employees required to lift or move objects that exceed this weight. The incumbent must also travel to other locations.

The typical work environment of this job is an office setting where the noise level is quiet and sometimes moderate. Though applicable safety procedures are documented and utilized, the incumbent may be exposed to unsanitary or unhygienic materials, individuals and situations in the course of performing required duties. Travel is also required of the position.

In an emergency, this position would serve in a support role which may include answering phone calls, directing members of the public to receive services, supporting the agency's daily operations, or additional duties as assigned. The Agency is part of the National Response Framework, established by the Federal Emergency Management Agency, and as such, employees are required to complete emergency response training courses and participate in drills and exercises.

X

Employee Signature

X

Date

By signing, I acknowledge that I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined.

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The Branch-Hillsdale-St. Joseph Community Health Agency provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.