

## **TITLE: OPTIONS COUNSELOR**

**APPOINTING AUTHORITY: AD WAIVER SUPERVISOR**

Under the supervision of the AD Waiver Supervisor, provides the general public, but particularly adults who are elderly or have a disability, with information and assistance for a wide range of community resources; help inform and educate people about their options; assist in connecting them to programs and services, including the public of privately funded options.

### **EXAMPLES OF WORK PERFORMED:**

- Extensive assessment of potential consumers and their needs to obtain or maintain community based or in-home services.
- Take comprehensive referrals to determine eligibility and needs for the Older American Act programs.
- Identify existing consumer's needs, resources, and support systems by performing initial screening.
- Identify consumer's knowledge of used and unused options and resources to address and support any unmet or unidentified needs.
- Assess appropriate risk levels for intervention with an understanding of dignity of risk.
- Gathers sufficient information to accurately identify and clarify an inquirer's problems and needs, explores needs beyond the presenting problem, looking at short- and long-term solutions, checking in with the inquirer and summarizing what they are requesting, providing Options Counseling to consumers.
- Assists individual in completing community resource applications, maintain contact throughout eligibility and enrollment process, and follow-up as needed.
- Work with consumers, family members, caregivers, and professionals to help implement and maintain unmet or unknown consumer needs.
- Responsible for maintaining proper records essential in the operation and justification of the program.
- Assist with grant writing and data collection.
- Have a working understanding of applicable State and Federal Regulation, and other governing regulations (Older American's Act)
- Work closely with community resources, councils, and other interagency groups where Area Agency Aging input is required or requested.
- Interact with all consumers and community resources in a professional and courteous manner.
- Creates, maintains, and updates a complex file system of records and ensures accuracy of same.

### **MINIMUM QUALIFICATIONS:**

- A Licensed Practical Nurse or an Associates/Community College degree.

- Two years' experience in long term care, gerontology, or community health.
- Advanced knowledge of the community and AAA PSA-L's resources.
- Proficient in written and oral communication.
- Proficiently gather and input data based on feedback and quality assurance of the delivery of services provided.
- Experience in computer application.
- Valid Nebraska driver's license.
- Normal office hazards are encountered. i.e. prolonged sitting and stooping.
- Must maintain an acceptable level of attendance, punctuality, and availability as determined by the AOWN; must work such regularly scheduled hours as are determined by the AOWN; must work any required overtime, weekends and holidays.
- Available to travel.

#### **ESSENTIAL ATTENDANCE AND AVAILABILITY REQUIREMENTS:**

Must maintain an acceptable level of attendance, punctuality, and availability as determined by the Agency; must work such regularly scheduled hours as are determined by the Agency.

The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The Agency recognizes that an individual with a disability may require an accommodation to enable him or her to successfully perform a job function. Consideration will be given to reasonable accommodations.