



Rio Grande Council of Governments Job Description

Title:	Program Specialist – Service Coordination	FLSA Classification:	Exempt
Division:	Area Agency on Aging (AAA)	Class No.:	317
		Pay Group:	6

Summary of Position

Works directly with older adults and family caregivers to assess their needs with the goal of maintaining client independence and supporting the needs of the caregiver. Assistance includes planning, arranging and coordinating needed services and providing information, counseling, assistance and advocacy regarding benefits, entitlements and legal rights.

Organizational Relationships

Reports to: AAA Director
Directs: This is a non-supervisory position
Other: Has frequent contact with the general public, government agencies, organizations, vendors, and Council of Governments staff.

Scope of Work

Essential Duties:

- Assists callers and walk-in clients by conducting basic interviews to gather information for referrals;
- Conducts assessments to evaluate the needs of the older individual and family caregiver;
- Arranges appropriate services through AAA or secures them from other community sources through referrals;
- Provides information, counseling and advocacy regarding Medicare benefits, entitlements and legal rights;
- Conducts follow-up activities to ensure client satisfaction and successful service arrangements;
- Provides necessary information to callers regarding Medicare benefits, other available benefits or entitlement programs;
- Responds to community requests for information regarding Medicare benefits, other available benefits or entitlement programs by providing educational presentations or through participation in community events as requested;
- Maintains appropriate case records with detailed documentation of activities related to the client within the division's client software system;
- Attends meetings and conferences as required;
- Will be required to travel frequently within El Paso County, the RGCOG region and the State of Texas; and
- Provides assistance to the AAA Division and performs other duties assigned by the AAA Director.

Responsibilities:

- Reports entry access problems, telephone system and information technology asset malfunctions and any potential building hazards or faults in accordance with Rio Grande Councils of Governments policies and procedures.

Qualifications:

A Bachelor's degree in social sciences with two years of experience in providing services to the aging population;

Or any equivalent combination of education, experience, and training which provides the required knowledge, skills, and abilities.

Must be able to communicate effectively in both English and Spanish.

Must pass a background investigation.

Knowledge of:

- Community services and resources for older adults and persons with disabilities;
- Medicare, Medicaid, other private insurance, Social Security, Supplemental Security Income (SSI); appeal processes for: Medicare, Medicaid, and SSI; and food stamps, pensions, money management and debtor's rights;
- Techniques for effective interpersonal communications;
- English usage, grammar, punctuation and spelling;
- The practices of modern office procedures; and
- Microsoft Windows operating systems and Microsoft Office products such as: Outlook, Excel and Word.

Skills

- Possess strong listening skills and interviewing techniques;
- Be organized, efficient, and detail oriented; and
- Strong writing skills.

Abilities

- Work independently;
- Identify available resources;
- Maintain required documentation and present complex issues to agencies and the public;
- Provide clear, concise oral and written communication;
- Follow oral and written instructions;
- Work in a fast paced environment with a demonstrated capability to prioritize multiple tasks and meet deadlines; and
- Develop reasonable proficiency with all job functions and office equipment.

Each and every position at the Rio Grande Council of Governments requires the following professional skills and abilities as key and necessary elements of performance:

- Demonstrate regular and reliable attendance;
- Maintain effective interpersonal communications and exercise a calm and patient demeanor when dealing with staff, the public, other agencies and vendors;
- Maintain strict confidentiality; and
- Project positive support of their division and the organization at all times.

Certificates and Licenses Required:

- Must have a valid driver's license and vehicle insurance.
- Must become a Certified Benefits Counselor I within the first year of employment.

Physical Demands: Performs tasks requiring both sitting and standing for extended periods of time, and may require walking for short periods at a time; may require occasional bending, stretching, reaching, twisting, kneeling, squatting, and extension of the arms; lifting or carrying of light to moderate equipment or supplies weighing up to 35 pounds; requires hand and finger dexterity sufficient to use computers and standard office equipment to perform assignments.

Work Environment: office setting and field work

Job Location: RGCOG Main office located at 8037 Lockheed Drive, Suite 100, El Paso, Texas 79925

Equipment: computer, typewriter, copy machine, fax machine and other office equipment related to job performance.

Note: The information contained is intended to provide a general description of the nature and level of work to be performed by employees and shall not be construed as an exhaustive and all inclusive list of duties, responsibilities, skills and requirements and is subject to change at the discretion of the Rio Grande Council of Governments.

**In accordance with the Americans with Disabilities Act (ADA), this job description does not take into account potential reasonable accommodations.*