

**NEW RIVER VALLEY AGENCY ON AGING
JOB DESCRIPTION**

POSITION TITLE: AGING & DISABILITY SERVICES SUPERVISOR
SUPERVISED BY: Executive Director (or employee designated by ED)

JOB SUMMARY: Supervisory position with oversight of the services that assess clients' need for social and health services (i.e., Agency on Aging services, public benefits, information and referral, care transitions intervention) as well as administrative work in the Homemaker and Respite Care programs to ensure that client services are scheduled with sub-contractors and that services are being provided as arranged through monitoring that includes telephone calls and onsite visits. This position currently coordinates the Volunteer Respite Grant Program.

JOB REQUIREMENTS:

- This position requires confidentiality in the handling of all client files, both paper and electronic, as outlined in the Agency's Privacy Protection Policies & Procedures.
- The person in this position is a mandated reporter of suspected abuse and neglect.
- The person in this position must have a valid driver's license and be able to drive within the New River Valley and outside of the New River Valley as needed for job related work.
- The person in this position must be able to safely lift up to 30 lbs.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED FOR POSITION:

- Knowledge of the principles of social work.
- Knowledge of the financial, social, physiological, nutritional and psychological impacts of the aging process.
- Knowledge of community resources, public benefits criteria, and consumer rights.
- Ability to learn the services and programs offered by the Agency on Aging.
- Ability to communicate effectively with persons of different socioeconomic backgrounds.
- Ability to conduct effective client interviews and assessments by home visits and telephone calls.
- Ability to effectively use the Agency's electronic assessment tool, while conducting in-home assessments and reassessments.
- Ability to effectively supervise employees as assigned
- Ability to work independently as well as with groups.
- Ability to compose correspondence, agency reports and assemble grant information.
- Ability to perform basic math functions.
- Ability to maintain accurate program files and records, both paper and electronic.
- Ability to understand and follow oral and written instructions.
- Ability to establish and maintain an effective working relationship with associates, human service agencies, the medical community and the public.
- Ability to be assertive and professional when communicating with sub-contractors and/or clients.

- Ability to learn the geography of the 4th Planning District.
- Ability to prepare statistical reports.
- Skills in problem solving.
- Ability to perform computer functions; primarily but not limited to use of Microsoft Word, Excel, PowerPoint and specific software used to capture client information.

EDUCATION AND/OR EXPERIENCE LEVEL:

- A Bachelor's degree in a human services field or a licensed registered nurse preferred.
- A minimum of one year experience working with older adults and/or individuals with disabilities.
- Knowledge about the issues confronting older adults and individuals with disabilities.
- Experience communicating with individuals who have complex medical needs, the elderly, individuals with physical disabilities, and/or those who may have communication barriers.
- Good listening, interviewing and communication/interpersonal skills.
- Strong computer skills.

DUTIES:

- Assist in hiring, orientation, training and supervision of employees supervised in the position.
- Monitors and oversees performance of all employees supervised in the position. Includes Aging & Disability Services Staff, Care Coordination Staff, Care Transition Coaches
- Client follow-up regarding changes in service.
- Assesses the needs of potential clients for health and social services and prepare a plan of care for clients.
- Maintain the required records for operation of a central case management file, both paper and electronic, to assure follow-up, reassessment, and as necessary, adjustment of client services.
- Maintain timely documentation in client files.
- Take referrals, as needed, for older adults and individuals with disabilities in need by responding to telephone calls, walk-in or e-mail inquiries from family and friends, social service and community agencies, hospitals and physicians.
- Refer clients to other needed social and medical services as appropriate.
- Take calls from service providers and clients regarding client related issues.
- Follow up with appropriate staff to resolve client/provider related issues.
- Participate in staff meetings.
- Keep appropriate staff informed of openings for services.
- Set up services with providers as openings occur and are approved in staff conferences.
- Help track spending of funds versus services on a monthly basis.
- Distribute packets for new Homemaker and Respite clients.
- Prepare monthly In-home services and Respite Care reports.

- Ongoing professional development (trainings, seminars, in-services).
- Coordination and management of Volunteer Respite Program.
- Other duties as assigned.

Updated:
08/2017