



Job Description

LifeTime Resources Mission Statement:

Working together to provide services that help people maintain their independence

LifeTime Resources Core Values:

Integrity

Quality

Compassion

Cooperation

Job Title:

Information Specialist/
Case Coordinator (#2)

Supervisor:

ADRC Supervisor

Division:

Home & Community Care

FLSA Status:

Non-Exempt

Position Overview:

Identifies needs of individuals via phone and assists callers by providing information and referrals to various options and in accessing benefits. Assists Home and Community Care field staff with processing of individual cases and HCC administrative staff with program specific duties; ensures consistent provision of quality services in keeping with, agency philosophy and approved policies and program requirements. Provides support to Division through database management and reporting issues. Intakes and categorizes resources.

Essential Functions:

- Ensures safe and confidential handling of individuals' information; provides excellent customer service.
- Completes assessment to determine individuals' needs. Explains and provides assistance in accessing non-agency options including entitlements; coordinates with informal and formal supports as needed.
- Generates, tracks and routes referrals to appropriate internal staff and external resources; ensures timely flow of processing.
- Carries out tasks with a sense of urgency, effectively prioritizes to ensure timely and effective customer service and flow of work; ensures effective problem resolution, seeks appropriate guidance, and completes adequate follow up with providers, individuals and informal supports.
- Documents all individual data, actions taken and time spent on behalf of individuals in appropriate database. Keeps all files current and ensures case files are kept in standard agency order.
- Makes follow-up calls, as required.
- Remains alert to identify new resources to assist individuals and their caregivers; relays any new resources for inclusion in the resource database.
- As a SHIP counselor, remains abreast of current Medicare issues; utilizes tools on Medicare website to assist individuals.
- Assists Home and Community Care Staff, and other agency staff with locating and coordinating community resources.
- Meets with all walk-ins in the Dillsboro office to provide information, resources and assistance to access resources, as needed.
- Reviews all referral resolutions, those with and without Action Plans, to ensure thorough and appropriate resolution and consistency and adherence to program standards, reports issues to supervisor. Records referral resolution information in resource database.

- Prepares individual specific documents and assembles packets; ensures adequate availability of forms for assigned field staff.
- Locates providers for funded services according to direction from HCC field staff. Distributes care plan authorizations, provider notifications, and required individual notifications.
- Gathers information needed and oversees individuals' movement through application process for Medicaid.
- Researches and locates needed resources keeping in mind unique and creative person centered solutions such as product or program information, shares eligibility information and assists with application process as needed.
- Provides efficient back up in the absence of assigned field staff ensuing individual related issues are handled in a timely manner.
- Maintains Resource Library, ensures availability of resources for distribution, maintains supply of "give-aways" in foyer
- Maintains current resource database; assures continued identification of new resources to assist customers and their caregivers.
- Completes assigned daily report. Generates accurate and timely ADRC reports, completes monthly ADRC Productivity report, ensures accuracy of data and analyzes information.
- Updates Section 8 housing voucher availability weekly.

ADMINISTRATIVE/GENERAL

- Consistently and effectively utilizes position procedures; recommends changes when necessary and completes updates as required.
- Adheres to agency policies and procedures.
- Attends required trainings and keeps abreast of issues and information necessary to perform work duties.
- Represents the agency in the community as needed.
- Understands, supports, and models the agency's Mission-based Values.
- Engages in other related activities or special projects as required or assigned.

The essential functions identified here are a representation of those duties required of this position and in no way are intended to be a complete list.

Performance Requirements:

Knowledge, Skills, Abilities, & Mental Demand: Clerical and computer skills, including ability to use Microsoft Office Suite; written and verbal communication skills; listening skills; interpersonal skills; customer service skills; ability to perform multiple concurrent tasks in an organized manner; reasoning and problem-solving skills; ability to work with minimum supervision; ability to handle sensitive situations.

Physical Effort: Sedentary Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently; ability to climb stairs and independently access all customer homes.

Working Conditions: Office environment, occasional travel; possible exposure to bodily fluids, daily customer contact; occasional inclement weather.

Education, Experience and Training: High school diploma or equivalent required. Knowledge of or skill acquired through considerable training or 2 to 3 years related experience; valid driver's license.