



## County of Berks POSITION DESCRIPTION FORM

<b>Position Title:</b>	Aging Assessor III		
<b>Department:</b>	Aging	<b>Reports To: (Title)</b>	Supervisor II Protective Services
<b>Effective Date:</b>	2008	<b>Revision Date:</b>	March 2016 October 17, 2019 January 30, 2020
<b>Wage Category:</b>	<input type="checkbox"/> Exempt	<input checked="" type="checkbox"/> Non-Exempt	
<b>EEO-1 Category:</b>		<b>Union Classification:</b>	AFSCME

**POSITION SUMMARY:** This position is an advanced care manager position. It requires knowledge of legal issues, client rights, knowledge of social service theory, medical diagnoses and mental health. Requires ability to review and work with subcontractors, the medical, legal and financial professions, and to incorporate all community organizations that may impact a client's situation. This position may have responsibility for performance of protective services and/or intensive care management case load in homes and facilities throughout the county.

Employee may be required to provide specialized casework services to clients who are at imminent risk. Employees are expected to be familiar with the protective services legislation rules, regulations and operating procedures involved in the protective services program. This work requires that the employee document all actions and pay close attention to detail without receiving close supervision. An employee in this class is expected to appropriately maintain a caseload of vulnerable clients who may need protection from abuse, exploitation, abandonment or self-neglect.

Coordination of medical, social, psychological or functional evaluations of the client's condition may be part of the employee's responsibilities. Legal and statutory time frames have been established for certain aspects of this work which provides the employee with little or no flexibility. Employees are expected to have enough knowledge of community resources to be able to include them as a factor in assessing the client's circumstances. Work in this class is distinguished from work in the Aging Assessor II class by a heavier responsibility for the consequence of error. Employee errors in judgment may place clients in dangerous or life-threatening situations. Work is performed in accordance with established regulations, policies and procedures. Employees are expected to exercise independent judgment in achieving objectives. Work is reviewed by a supervisor through conferences, reports and the resolution of difficult situations.

To maintain high quality care management services identifying and meeting the varied needs of Berks County Area Agency on Aging consumers. The assessor maintains the highest level of professional ethics, continually seeking opportunities for growth and development.

### **POSITION RESPONSIBILITIES:**

#### ***Essential Functions***

1. Conduct thorough investigation of the circumstances of clients who need protection from abuse, exploitation, abandonment or self-neglect.
2. Interface & testify in court system.
3. Recommend case for court intervention, including guardianships or mental health evaluation with possible commitment.
4. May provide intensive care management to consumers.
5. Advocate on behalf of older adults with mental health issues.

6. Conduct protective service investigations within required time frames and adhere to confidentiality regulations.
7. The effective management of a complex case mix and/or increased caseload.
8. Assigned as a mentor to a new care manager or a care manager trainee. May assist with students or assists with special projects and serves as a senior member of a team.
9. Assist in the development and coordination & presentation of protective services training for appropriate staff, community agencies, police and general public.
10. Participate on community committees.
11. Perform all care management functions. Validate the assessment of the consumer's needs in the environment. Reassess consumer's status and review care plan at regularly scheduled intervals.
12. Work with consumer, family, or care giver to develop a care plan, making use of supervision and consultation with other disciplines as necessary.
13. Recognize, support, develop and mobilize informal and formal resources to meet consumer's needs.
14. Arrange for needed services and entitlements, working with consumer, family members and service providers. Follow up on service delivered in specific amount of time, and work with consumer and provider to assure appropriate match of services to specific needs.
15. Manage financial and/or resource allocations, matching services to specific needs to provide the appropriate amount of service, while controlling cost.
16. Complete all necessary forms for consumer's case record, other management information, and other written reports as required. Inputs necessary data and maintains automated programs.
17. Arrange case conferences with supervisory approval.
18. Participate in orientation and training, in-service as assigned, and attends regularly scheduled supervisory, team and staff meetings.
19. Monitor consumer satisfaction to ensure quality of services provided.
20. Interface with all Berks County Area Agency on Aging programs, Department of Human Services programs, providers and referral sources in a professional and cooperative manner.
21. Participate in on-going problem solving, program evaluation and development with team and all staff.
22. Represent agency and program policies, procedures and objectives to applicants, referral sources, providers and the public.
23. Perform on-call duties as assigned.
24. Adhere to all policies, laws, regulations and codes of ethics and confidentiality as outlined by federal and state laws, and agency policies and procedures.
25. Other duties as assigned.

**MINIMUM EDUCATION AND EXPERIENCE:**

One year as an Aging Care Manager II or Aging Program Assessor; three years of experience in public or private social work, including one year of direct aging care management experience and a bachelor's degree which includes or is supplemented by 12 semester hours of college level courses in sociology, social welfare, psychology, gerontology, or other related social sciences; two years of experience in public or private social work including one year of direct aging program experience and a bachelor's degree with a social welfare major; an equivalent combination of experience and training including successful completion of 12 semester hours of college level courses in sociology, social welfare, psychology, gerontology, or other related social sciences.

**MINIMUM KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of the laws, rules and regulations governing the protective services program
- Knowledge of client conditions that permit or require the intervention of court supervision
- Knowledge of social casework principles and methods
- Knowledge of the availability of community support services for the benefit of elderly clients
- Knowledge of current social, economic and health problems and resources as they relate to older adults
- Knowledge of individual and group behavior and ways of working effectively with older adults who have social, economic, emotional or health problems
- Skill in the development of plans to address the needs of vulnerable older adults
- Ability to establish and maintain effective working relationships with clients, other members of the staff, outside agencies, institutions and the general public
- Ability to plan and organize work, prepare adequate records and reports, set priorities and maintain a caseload of clients in an effective manner

- Ability to clearly express ideas orally and in writing and to interpret laws and regulations
- Ability to maintain confidentiality in high pressure situations
- Ability to understand and accept the needs and rights of other persons and to work with older adults who are physically disabled or economically disadvantaged
- Ability to work effectively with people and aid them to grow in the constructive use of their potential in adjusting to their specific problems
- Ability to thrive in a stressful, fast-paced team environment
- Physical presence in the office is required

**PHYSICAL DEMANDS:**

Work involves talking, hearing, walking, and standing for extended periods of time. The employee must be able to drive a vehicle and have the means to transport themselves between the office and destinations. The employee must be able to use hands to handle, feel objects, tools, or controls, and reach with hands and arms. Vision abilities required by this job include routine and extended periods working from a computer screen and the ability to adjust focus. The employee must occasionally lift and/or move up to 40 pounds a distance of fifteen (15) feet or less.

**WORKING ENVIRONMENT:**

1. Professional office environment which will include daily use of phones, computers and other relevant office equipment.
2. This position requires meeting with consumers routinely in their homes, various living environments and in institutional placements during both traditional and non-traditional work hours.
3. Given workloads and unpredictable nature of clientele it can lead to daily stressors.
4. Environmental factors outside of the office environment could present an increased safety risk.
5. Travel on an almost daily basis throughout Berks County and occasionally outside the County for training.

*This position description serves as a guideline for communicating the essential functions and other information about the position to the applicant/employee. It is not intended to create a binding employment contract nor cover every detail of the position and may be changed where appropriate.*