



## County of Berks POSITION DESCRIPTION FORM

<b>Position Title:</b>	<b>Supervisor II – Intake and Assessment</b>		
<b>Department:</b>	Area Agency on Aging	<b>Reports To: (Title)</b>	Deputy Director
<b>Effective Date:</b>	April 13, 2016	<b>Revision Date:</b>	April 9, 2020
<b>Wage Category:</b>	<input type="checkbox"/> Exempt	<input checked="" type="checkbox"/> Non-Exempt	
<b>EEO-1 Category:</b>	Professional	<b>Union Classification:</b>	AFSCME

### POSITION SUMMARY

This position is responsible for the Agency's Intake and Assessment functions. This position also provides direct supervision of up to two Protective services staff. It provides administrative and clinical supervision, management of specified resource allocations and the development and maintenance of relationships with service providers, health and social services providers, courts, law enforcement, legal services and community groups. This position may also be required to supervise more intensive care management services. This Supervisor II reports to the Deputy Director.

The goal of this position is to maintain a high-quality standard of services when providing information and support to the varied needs of Berks County AAA consumers. The supervisor maintains the highest level of professional ethics, continually seeking opportunities for growth and development.

### POSITION RESPONSIBILITIES:

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

1. Develop a core knowledge base and understanding of Aging services and resources in Berks County and across the Commonwealth.
2. Supervise Intake and Assessment Unit staff. Also provide direct supervision of Supervisor I position in the unit.
3. Oversee and direct unit staff on all aspects of intake calls received, which includes but not limited to, resource inquiries, referrals for services and supports, level of care assessments and reports of need.

4. Oversee and direct unit staff on all aspects of assessment which includes but is not limited to receipt and processing of referrals, oversight and management of scheduling functions and maintenance of mandatory timeframes for assessment.
5. Continuously evaluate and monitor the performance of individual unit employees and conducts annual performance evaluations.
6. Continuously evaluate and monitor the performance of individual unit employees and the overall unit, identifying strengths and problems, and defining needs for training.
7. Management of the reception desk staff for Aging and Mental Health and Developmental Disabilities offices and translation services.
8. Successfully obtain and maintain certifications for Older Adult Protective Services, Ombudsman and Assessor Level of Care Credentialing and provide backup to other supervisors within the agency.
9. Maintain the highest level of confidentiality in all situations and ensure HIPPA compliance.
10. Assist in the development and implementation of training programs as well as external agencies and providers to ensure appropriate and quality service delivery.
11. Assist with program outreach and public relations activities and provide community education and technical assistance for community groups, health and social service providers as requested.
12. Develop procedures and guidelines for the overall operation of the unit within program regulations and agency policy.
13. Develop core knowledge of the laws, rules and regulations governing the protective services program.
14. Participate in Statewide and Regional meetings effecting services and programs.
15. Supervise and monitor Protective Services staff through weekly supervision, team meetings, case reviews, home visits and day-to-day contact, with attention to productivity, appropriateness of assessments and care plans, cost consciousness and good clinical management.
16. Hire, train and supervise staff in the rules, regulations and procedures of aging programs.

17. Assign work within established parameters as needed and ensure program standards and guidelines are being met.
18. Review and analyze case records for completeness and adherence to established standards.
19. Participates in orientation and training, in-service as assigned, and attends regularly scheduled supervisory, team and staff meetings.
20. Adhere to all policies, laws, regulations and codes of ethics and confidentiality as outlined by federal and state laws, and agency policies and procedures.
21. Perform other duties as assigned.

**MINIMUM EDUCATION AND EXPERIENCE:**

- Master's degree in Social Work – or –
- MA/MS in a related human service field – or –
- BSW – or –
- BA/BS in a related human service field – or –
- Licensure in the Commonwealth of PA as a Registered Professional Nurse (RN)
- 4 years of experience in public or private social work and a bachelors degree with;
- 3 years direct aging case worker experience or an equivalent combination of education and experience

**MINIMUM KNOWLEDGE, SKILLS AND ABILITIES:**

- Ability to work independently following established policies and procedures
- Ability to plan, organize, direct & coordinate the work of staff
- Ability to delegate authority & responsibility
- Effective written & oral communication skills
- Possess advocacy skills and a sense of professional ethics
- Ability to manage & lead in a team setting
- Ability to handle stress.
- Physical presence in the office is required

**ADDITIONAL REQUIREMENTS:**

- Must have a valid driver's license, a good driving record, a car that is fully insured
- Pre-employment physical – new employee
- Drug testing – new employee
- Criminal history clearance – new employee
- Computer utilization skills and ability to work effectively in "Windows" environment

**PHYSICAL DEMANDS:**

Work involves walking, talking, hearing, using hands to handle, feel objects, tools, or controls, and reaching with hands and arms. Vision abilities required by this job include close vision and

the ability to adjust focus. The employee must occasionally lift and/or move up to 10 pounds a distance of fifteen (15) feet or less.

**WORKING ENVIRONMENT:**

Normal office environment. This position requires individuals to be office based and have the ability to work remotely while performing some assessment functions. While performing assessment functions, workers must have access to transportation, be able to make home visits (including areas where public transportation may not be available) and attend required meetings and trainings. Evenings and weekends are occasionally required for on-call work

*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.*

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**ACKNOWLEDGEMENT OF RECEIPT OF POSITION DESCRIPTION**

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*Signature of Employee*

\_\_\_\_\_  
*Date*

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*Signature of Supervisor*

\_\_\_\_\_  
*Date*

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