



## County of Berks POSITION DESCRIPTION FORM

<b>Position Title:</b>	<b>Supervisor I – Intake and Assessment</b>		
<b>Department:</b>	Area Agency on Aging	<b>Reports To: (Title)</b>	Supervisor II for Assessment and Intake Unit
<b>Effective Date:</b>	January 2008	<b>Revision Date:</b>	August 20, 2018 April 19, 2021
<b>Wage Category:</b>	<input checked="" type="checkbox"/> <b>Exempt</b>	<input type="checkbox"/> <b>Non-Exempt</b>	
<b>EEO-1 Category:</b>	Professional	<b>Union Classification:</b>	

### POSITION SUMMARY:

This employee supervises staff in the Intake and Assessment unit at the Berks County Area Agency on Aging. The primary function is to manage the Functional Eligibility Determination Assessment functions completed by the Agency's certified assessors. This position is responsible for managing workloads and ensuring strict adherence to established contractual timeframes for the assessment of consumers in a multitude of care settings. This position requires administrative and clinical supervision, management of specified resource allocations and the development and maintenance of relationships with service providers, health and social services providers and community groups. This position also requires a high level of critical thinking and provides support and supervision to staff during afterhours while they are performing on call duties. The Supervisor I reports to the Supervisor II of the Intake and Assessment Unit.

The goal of this position is to maintain high quality assessment services to Berks County Area Agency on Aging 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.
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. Tracks, completeness, accuracy, and compliance of assessment completion. Compiles and submits reports.

6. Continuously evaluate and monitor the performance of individual unit employees and conducts annual performance evaluations.
7. Continuously evaluate the overall unit, identifying strengths, areas for improvement, and identifies needs for training.
8. Successfully obtain and maintain certifications for Older Adult Protective Services, Ombudsman and Assessor Level of Care Credentialing
9. Provides back up and support as needed to other units within the departments.
10. Provide backup as needed to other supervisors within the agency.
11. Maintain the highest level of confidentiality in all situations and ensure HIPPA compliance.
12. Assist in the development and implementation of training programs as well as external agencies and providers to ensure appropriate and quality service delivery.
13. 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.
14. Assist in the development of procedures and guidelines for the overall operation of the unit within program regulations and agency policy.
15. Develop core knowledge of the laws, rules and regulations governing the protective services program.
16. Participate in Statewide and Regional meetings effecting Assessment services.
17. Hire, train and supervise staff in the rules, regulations and procedures of aging programs.
18. Assign work within established parameters as needed and ensure program standards and guidelines are being met.
19. Review and analyze case records for completeness and adherence to established standards.
20. Participates in orientation and training, in-service as assigned, and attends regularly scheduled supervisory, team and staff meetings.
21. Adheres to all policies, laws, regulations and codes of ethics and confidentiality as outlined by federal and state laws, and agency policies and procedures.
22. Provides support and supervision to staff during afterhours while they are performing on-call duties.
23. Perform other duties as assigned.

**MINIMUM EDUCATION AND EXPERIENCE:**

- One year experience in public or private social work and a Bachelor's Degree which includes or is supplemented by 12 semester hours credit in sociology, social welfare, psychology, gerontology, or other related social sciences; or a Bachelor's degree with a social welfare major; or any equivalent combination of experience and training including successful completion of 12 semester hours credits in sociology, social welfare, psychology, gerontology, or other related social science OR
- Two years of case work experience including one year of experience performing assessments of client's functional ability to determine the need for institutional or community-based services and a bachelor's degree which includes or is supplemented by 12 semester hours credit in sociology, social welfare, psychology, gerontology, or other related social science OR
- One year of assessment experience and a Bachelor's degree with social welfare major OR
- Any equivalent combination of experience or training including completion of 12 semester credit hours of college level courses in sociology, social welfare, psychology, gerontology, or other related social sciences. One year of experience in the AAA system may be substituted for one-year assessment experience.
- Related advanced education may be substituted for a segment of the experience requirement and related experience may be substituted for required education except for the required 12 semester credit hours in the above majors."

- Certification by the Commonwealth of Pennsylvania as a certified assessor. Certification must be obtained within 90 days of employment.
- Valid PA Driver's License.
- Supervisory experience preferred.

**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:**

Nothing unusual.

**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.*