

**DEPARTMENT:** ALL APPLICABLE  
**CLASSIFICATION:** COMPETITIVE  
**APPROVED:** JULY 16, 2015

### **AGING AND DISABILITIES SERVICES COORDINATOR**

**DISTINGUISHING FEATURES OF THE CLASS:** The Aging and Disabilities Services Coordinator supports the day-to-day operations of the New York Connects/Aging and Disability Resource Center (ADRC) services system overseen by Niagara County Office for the Aging. Responsibilities include reporting, monitoring service delivery, identifying knowledge gaps in staff, designing and implementing trainings to ensure staff maintain expert knowledge of long term care services and available supports; promoting continual quality improvement; providing project management support as needed for Niagara County coalitions related to long term care, including maintaining membership rosters, facilitating communication, and maintaining records of proceedings; overseeing maintenance of community resource websites; working with the Department of Social Services, Office of Mental Health, Independent Living Center and other community based organizations on Balance Incentive Program and other Medicaid related projects and issues; assists members of the public seeking information and assistance; and performs options counseling, assessment for services, and regular follow up with clients. Policy and procedures are developed and reviewed to assure quality service is provided in an efficient and effective manner. Work is performed under the direct supervision of the Director and in collaboration with Specialist, Services for the Aging, with leeway allowed for the exercise of independent judgment. Supervision may be exercised over lower-level administrative and clerical staff. Does related work as required.

#### **TYPICAL WORK ACTIVITIES:**

1. Serves as liaison between New York Connects office and Case Management (CM) system;
2. Acts as No Wrong Door (NWD) and Health Commerce System (HCS) Coordinator for office as it relates to Balance Incentive Program (BIP) and other related initiatives;
3. Liaison between NY Connects/Office for the Aging and Department of Social Services, Office of Mental Health, Independent Living Center and other agencies regarding Balance Incentive Program and other Medicaid and Medicare initiatives and issues;
4. Develops and provides training to staff and agency partners on current and emerging initiatives and topics;
5. Develops trainings and in-services on long term care services to New York Connects and CM staff;
6. Develops and coordinates program to work with multi-disciplinary teams at partner agencies in a variety of community settings to facilitate safe transitions for individuals transitioning from one care setting to another;
7. Monitors CM system for trends and needs that can be addressed by New York Connects or CM staff and partner agencies;
8. Researches and implements best practice procedures;
9. Assists in completing quarterly and annual reports;
10. Develops, maintains, and updates Unit Policy and Procedure documents;
11. Performs client-centered activities including options counseling, information and assistance, assessment for services, and other duties as needed.

#### **FULL PERFORMANCE KNOWLEDGES, SKILLS ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of the needs and services available to persons in need of Long Term Services and Supports(LTSS); good knowledge of and ability to maintain relationships with agencies, hospitals, health care providers, clients and caregivers; good knowledge of reporting measures; computer literacy and computer competency; ability to train, supervise and evaluate subordinate staff if applicable; ability to complete, evaluate and use program reports to improve department operations; ability to manage and evaluate call center efficiency and implement technological solutions; sound professional judgment; tact; initiative and resourcefulness; dependability; physically capable of performing the essential functions of the position with or without reasonable accommodation.

#### **MINIMUM QUALIFICATIONS:**

Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Master's degree in one of the following areas: Social Work; Counseling; Psychology; Disability Studies; Human Services; Education; Business Administration; or Public Administration and one (1) year of full-time paid experience in a human services agency which served an adult population; **OR**

Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree in one of the following areas: Social Work; Counseling; Psychology; Disability Studies; Human Services; Education; Business Administration; or Public Administration and three (3) years of full-time paid experience in a human services agency which served an adult population.

**SPECIAL REQUIREMENTS:** Possession of a valid driver's license at time of appointment and throughout the duration of employment.