

LONG TERM CARE COORDINATOR

Distinguishing Features of the Class: This is an administrative position working under the general supervision of the Director of Office for the Aging, and is primarily responsible for the delivery of services under a variety of programs. This position is designated to serve as the single point of entry for coordinating long-term care services. The incumbent coordinates a system of screening information and assistance and referrals to the appropriate agencies and exercises supervision over subordinate employees. Does related work as required.

Typical Work Activities:

- Provides essential information regarding available services, benefits and various governmental programs available;
- Provides assistance to caregivers in accessing services and programs;
- Makes referrals to outside agencies and recommends clients for services, if appropriate;
- Stays abreast of rules and regulations applicable to long term care programs, and establishes procedures for carrying out long term care programs pursuant to such rules and regulations;
- Prepares reports as required by department and by State and Federal agencies;
- Takes client referrals from outside agencies and determines need for services;
- Works with persons or their delegates to determine needs, provide essential information, and obtain appropriate services or make referrals;
- Organizes and conducts public education presentations about all programs and services available through the long term care system;
- Maintains written and computerized client service records;
- Develops and maintains information and contacts regarding programs resources, for purposes of making referrals;
- Develops and prepares all promotional material for marketing program outreach activities to increase community awareness; including preparing brochures, fliers, newsletters or articles;
- Attends conferences and meetings with departments, community agencies and acts as a liaison between Point of Entry and appropriate state or federal agencies;
- Prepares and submits written and statistical reports related to program activities;
- Provides budgetary information regarding Point of Entry programs to Director as instructed;
- May train and supervise subordinate staff which includes both employees and volunteer workers.
- Develops policies and procedures for addressing the needs of Orleans County residents and working with agencies to provide these needs;
- Organizes Long Term Care Council and coordinates meetings focusing on long term care needs.

Long Term Care Coordinator continued**Full Performance Knowledge, Skills, Abilities & Personal Characteristics:**

- Good knowledge of services available to the aged, human services, public, private and non-profit agencies;
- Good knowledge of the policies, procedures, rules and regulations governing long term care;
- Good knowledge of promotional, public relations and educational techniques relating to long term care programs and services;
- Ability to compile data and background information;
- Ability to prepare and maintain records and reports;
- Ability to interpret Federal, State and local laws, rules and regulations affecting programs;
- Ability to establish and maintain cooperative working relationships with community agencies and the general public;
- Ability to communicate effectively both orally and in writing;
- Ability to prepare written and statistical reports;
- Ability to plan and supervise the work of others;
- Physical condition commensurate with the demands of the position.

Minimum Qualifications: EITHER:

- A.) 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 a human services field and two (2) years of experience in the human services field; **OR**
- B.) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associates Degree in a human service field and four (4) years of experience in the human services field.

08/24/06

CLASS: COMPETITIVE