



## Position Description

**Position:** Aging Specialist LTSS

**Supervises:** None

**Reports to:** Regional Director

**FLSA:** Non-Exempt

**Updated:** 5/20/2024

**Position Summary:** As part of a regional team, this person will provide case management services, elder abuse prevention and education, caregiver support, information and assistance, and options counseling and will help with other agency programs as needed. They will also have other administrative duties and work as part of a team to provide aging services to consumers and the community.

### Responsibilities and Duties:

- Represent NEI3A as a regional consultant on aging long-term services and supports.
- Complete a person-centered assessment and identify services available to meet the consumers' needs and goals.
- Advise consumers and their families of care options and make recommendations for services.
- Identify service funding opportunities and help complete required funding applications as necessary.
- Develop, with consumers and family members, a care plan to meet consumers' needs and goals.
- Coordinate and monitor needed in-home service with other agencies and health care providers.
- Advocate on behalf of older adults and caregivers to ensure that their personal and medical needs are met, they are in a safe environment, and they can live with dignity within the community.
- Complete ongoing visits and assessments as required, updating care plans as necessary.
- Administer NEI3A funding to meet the needs of older adults.
- Complete documentation of intake, service plan, home visits, updates, and other notes into specified database.
- Report suspected elder abuse to the Iowa Department of Health and Human Services and make a referral to an NEI3A elder abuse specialist as necessary.
- Complete documentation of intake, service plan, home visits, updates, and other notes into specified database
- Complete required ongoing training.

- Complete monthly tracking for Medicaid claiming and submit all required reports promptly.
- Administer other programs within the region as applicable.

**Required Skills, Knowledge, and Abilities:**

- Knowledge of principles involved in helping older adults and caregivers in overcoming health, psychological, or economic barriers.
- Ability to relate respectfully to people from diverse cultures, races, ages, genders and socio-economic status, etc.
- Excellent communication skills in writing, speaking, and email correspondence.
- Ability to identify needs through assessments and to make decisions independently.
- Written communication skills to write memos, letters, and case notes.
- Ability to work with confidential consumer information.
- Maintain positive, collaborative working relationships with others (peers, partners, funders, clients, and the public.
- Manage a caseload with the ability to work independently and prioritize and organize daily work and client visits.
- Knowledge of personal computers, ability to operate computer software, and accurate data entry skills.
- Ability to problem solve and develop solutions-based outcomes.
- Able to build effective relationships, collaborations, and partnerships with external organizations.

**Required Qualifications:**

- A bachelor's degree in a human service field or a license to practice as a registered nurse.
- A bachelor's degree in an unrelated field and two years of experience working in the areas of aging, disabilities, community health, or hospital discharge planning.
- Associate degree or licensed practical nurse and four years of experience working in the areas of aging, disabilities, community health, or hospital discharge planning.

**Required Travel**

- Under normal public health conditions, travel will be required to access consumers' home, attend community events, and attend in-person meetings.
- Required to operate personal or agency-provided vehicles to facilitate program activities.
- Employees in this position must hold a valid driver's license and proof of insurance with the ability to travel to consumers' homes in the assigned area of responsibility.

**Physical Demands:**

- Essential functions of this position include working with and around other staff; vision acuity (near) for reading computer work; hearing and speech for ordinary conversation and for communicating with staff and clients in person and over the phone; finger dexterity/touch for typing filing etc.

- While performing the duties of this job, the employee is required to use computers and computer systems (including hardware and software) enter data, or process information for extended periods of time.
- Employee in this position may be required to ascending /descending stairs, standing, bending, and stooping, including but not limited to accessing consumer homes as required
- Should possess the ability to perform light work exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently.

**Work Environment**

- This is an office based/hybrid/telecommuting position with office space available in Iowa, if desired.

**Core Values**

- **Dedication – Committed to fulfilling our mission with integrity and passion.**
- **Excellence – Pursing greatness in all we do**
- **Innovation – Embracing change to meet evolving needs.**
- **Collaboration- Building diverse partnerships for maximum impact.**
- **Person- Centered – Empowering individuals and respecting their perspectives.**

NEI3A is an equal opportunity employer. We are committed to a work environment that supports, inspires, and respects all individuals and in which personnel processes are merit-based and applied without discrimination based on race, skin color, religion, sex, sexual orientation, gender identity, marital status, age, disability, national or ethnic origin, military service status, citizenship, or any other characteristic protected by applicable law. NEI3A believes that diversity and inclusion among our teammates is critical to our success, and we seek to recruit, develop, and retain the most talented people from a diverse candidate pool.

In compliance with the Americans with Disabilities Act, NEI3A provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the NEI3A.

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Employee Signature

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Date

**Northeast Iowa Area Agency on Aging, Inc. is an Equal Opportunity Employer**