

General Function:

The work involves providing support for at-risk elderly referred by community organizations, and those identified via screening by Services Specialists and Care Management. This position works with family, caregivers and community providers to provide support through brokering of appropriate interventions designed to stabilize the individual in the community. A commitment to and enthusiasm for the Council on Aging mission is essential. The Community Risk Coordinator must comply with COA Resource Coordination service standards and any other funding sources supporting the service.

Duties and Responsibilities –

Provides on-going Care Coordination

1. Utilizes information gathered in a home visit assessment to assist with accessing services & support across the continuum of care
2. Communicates and consults with client, family and community providers to establish appropriate goals of care
3. Provides on-going home visits and telephone contacts for a period of at least 3 months
4. Records pertinent client and family information in client record in a thorough and timely manner

Advocates for client and family.

1. Develops care plans that addresses the needs and abilities of the client and family
2. Serves as principle liaison between client, family, and community services
3. Provides information and resources on advanced directives, Powers of Attorney, guardianship, disability, governmental programs, involuntary commitment, etc.

Facilitates multi-disciplinary approach to client care

1. Attends and participates in community transitions meetings within the agency and similar groups in the community
2. Works closely with support staff to accomplish discharge plan and/or current plan of care
3. Collects, analyzes, and manages data related to implementation of community efforts
4. Works with community providers to coordinate services and avoid duplication of effort

Additional responsibilities -

1. All Resource Coordination staff must complete the NC Division of Insurance S.H.I.I.P. (Seniors Health Insurance Information Program) training and assist clients and caregivers with understanding Medicare; participation in Open Enrollment activities is required.
2. Complete certification as Options Counselor within 12 months of hire.
3. Seek ways to improve skills and experience.
4. Other duties may be assigned, including representing the Council on community committees, at Health Fairs, community events, etc.

Education/Experience Graduation with a minimum of a Bachelor’s degree from an accredited college or university with a degree in social work; Bachelor’s degree in a human services field from an accredited college or university and one year directly related experience; Bachelor’s degree from an accredited college or university and two years directly related experience. *(Directly related experience is defined as human services experience in the area of case management, assessment and referral, supportive counseling, intervention, and related skills. A combination of education, directly related experience, and demonstrated skills may be substituted for some education*

JOB DESCRIPTION: COMMUNITY RISK COORDINATOR EXEMPT EFFECTIVE TBD

requirements). Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Skills Excellent oral and written communication skills, ability to work independently while keeping Program Manager and Resource Coordination Team Members updated. Resourceful, flexible, computer literate including client data entry, common office equipment, email, etc. Seeks opportunities to build professional knowledge and competence.

Customer Service Users of COA services are customers; all staff is expected to demonstrate customer service skills:

1. Serves all customers with integrity and respect.
2. Responds to customer requests in a timely manner
3. Elicits feedback from customers to monitor their satisfaction
4. Considers both short and long-term interests of the customer
5. Uses person-centered approach to identification of customer needs and decision-making
6. Takes responsibility to resolve customer concerns re: agency service
7. Creates strategies to help the Council serve customers more effectively

Competencies

1. **Communication:** demonstrates person-centered, customer-focused service delivery that builds trust with sensitivity and responsiveness and maintains confidentiality; able to present program and service information to individuals and groups with clarity;
2. **Problem Solving:** demonstrates initiative with action-oriented, innovative approach that can support and facilitate client-centered change;
3. **Teamwork:** functions effectively as member of a team, collaborating with team members; knows when to consult with supervisor and other resources; demonstrated ability to manage conflict without aggressiveness; is adaptable to changing agency needs;
4. **Cultural Competence:** demonstrated acceptance of a variety of lifestyles, behaviors and cultures;
5. **Professional Conduct:** demonstrated ability to establish clear and appropriate boundaries in relationships with clients, agency staff, board members, and volunteers;
6. **Organization:** demonstrated ability to plan and organize work;

Physical Requirements

- a. Must be able to speak clearly.
- b. Must be able to lift at least 20 lbs.
- c. Must be able to climb two flights of stairs.
- d. Must be able to drive and have his/her own vehicle.

Certificates, Licenses, Registrations: None required

EMPLOYEE ACKNOWLEDGMENT OF POSITION DESCRIPTION

I certify that I have received, reviewed, and understand the duties described in this position description. I understand that because jobbers change, management reserves the right to add to or change the duties of the position at any time.

Employee Name

Date

JOB DESCRIPTION: COMMUNITY RISK COORDINATOR

The Council on Aging of Buncombe County is dedicated to assuring access to resources that help adults age with choice.

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Supervisor / Ex. Director Name

Date

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