

Crawford County Commission on Aging Job Description

Title

Advocacy and Resource Coordinator

General Description

To promote and advocate for programs, services and benefits for older adults and veterans. Assists older adults and veterans in locating, applying for and managing programs, services and benefits. Coordinates Medicare and Medicaid Assistance and MiCafe programs. Assist in the processing of claims for benefits through the Veterans Administration and State of Michigan. Administers Veterans Trust Fund, the Soldiers and Sailors Relief Fund and County Veterans Burial Program along with other local programs to assist veterans.

Essential Duties

Facilitates ongoing advocacy activities and special events which provide advocacy for older adults and veterans. Acts as an advocate on behalf of older adults, veterans and their families.

Analyzes and interprets new and pending legislation pertaining to older adults and veterans. Collects consumer feedback and recommends changes in legislation and public policy as it relates to older adults and veterans.

Solicits feedback from participants at each event to ensure satisfaction and to obtain information for improving repeat events.

Prepare and clean up Senior Center space for each activity. Maintains Senior Center in a clean and orderly fashion.

Acts as the Coordinator for the Crawford County Medicare and Medicaid Assistance Program. Becomes a fully trained volunteer who counsels beneficiaries. Attends all meetings and trainings at the regional and state level as required.

Acts as the Coordinator for the Crawford County MiCafe Program which assists older adults in applying for Food Assistance, Medical Assistance and State Emergency Relief. Becomes a fully trained volunteer who counsels beneficiaries. Attends all meetings and trainings as required.

Oversees and operates the County's access to Michigan Veterans Trust Fund, the County Soldiers, Sailors Relief Fund and the County Veterans Burial Program. Regularly interviews and assists veterans, their survivors and dependents to secure benefits under programs providing assistance to veterans such as: service connected disability, disability pension, survivor's pension, death benefits, education, and medical/psychological benefits to include advocating proper treatment. Ensures that requirements and limitations are met and authorizes payment. Maintains and monitors the records for these funds.

Interviews veterans with medical, psychological and alcohol/drug problems and advises on the availability of treatment and hospitalization, and works in coordination with various agencies to arrange admissions, transportation, and custody in emergency situations.

Recruits, trains and manages volunteers to assist with the Medicare and Medicaid Assistance and MiCafe programs. Screens requests for assistance and makes referrals to volunteers as appropriate. Coordinates volunteer schedules. Provides daily volunteer recognition as work is being done by volunteers.

Assists and advises older adults and veterans with various questions, applications or needs which access programs, services and benefits by making home or office visits. Assists with securing necessary supporting documentation to accompany applications. Reviews claim decisions for various public benefits in order to ensure older adults were awarded proper benefits. Prepares and directs the preparations of appeals.

Manages resource information for COA/VSO staff, older adults and veterans containing brochures, applications and other information on all programs available.

Stays abreast of services available through community agencies and refers to those agencies as appropriate. Coordinates referrals with other COA and VSO staff.

Works with other community organizations to foster relationships which strengthen our ability to serve older adults and veterans.

Represents agency on various community committees/boards such as the Crawford County Collaborative Body. Acts as a liaison with community agencies.

Prepares and distributes information to the public. Provides materials for the monthly Senior Gazette publication and Veteran Services Office publications.

Delivers presentations to the greater community on older adults and veterans programs, services and interests.

Maintains documentation of all activity and special event attendance, volunteer hours and counseling hours. Prepares quarterly reports on unmet needs. Assists with annual reporting and presentation to the Veterans Affairs Council and County Board of Commissioners.

Solicits donations from businesses and organizations for sponsorship of programs.

Maintains participant confidentiality only sharing information with appropriate COA and VSO staff on an as needed basis.

Keeps Director informed of participant and volunteer concerns as they arise.

Maintains appropriate boundaries with participants and volunteers.

Observes safety and security procedures for the protection of employees, participants and volunteers.

Other Job Duties

Participate in meetings, trainings and conferences outside of normal business hours/days as required.

Other duties as assigned by the Director.

Supervisory Duties

Medicaid/Medicare and MiCafe volunteers.

Supervision Received

Supervision given by the Director.

Minimum Qualifications

Any equivalent combination of education, training, or experience which demonstrate skills and abilities will be considered. However, the following is preferred:

Experience and Training

Minimum of a high school graduate or equivalent is required.

Bachelor's degree in Social Work and/or two years of experience working with older adults and/or veterans in a social service setting is preferred, but not required.

Prefer experience in researching, developing, documenting and investigating applications for public benefits.

Preference will be given to honorably discharged veterans of U.S. Armed Forces.

Knowledge, Skills and Abilities

Ability to operate various computer programs including e-mail, word processing, publishing software, Powerpoint and spreadsheets. Ability to effectively search and locate resources on the internet. Ability to use specialized software for Medicare/Medicaid, MiCafe and Veterans programs.

Ability to research, develop, document and investigate claims on behalf of older adults and veterans.

Ability to lift up to 25 pounds.

Knowledge of confidentiality rules regarding to the protection of older adult and veterans personal information.

Ability to delegate assignments to volunteers. Matches assignments with volunteer interests and abilities. Ability to monitor delegated assignments and set expectations.

Ability to manage volunteers. Ability to make self available to provide support and direction.

Ability to maintain good personal hygiene.

Ability to properly document activities for statistical and planning purposes.

Strong interpersonal communication skills, including listening and positive feedback. Working knowledge of interviewing skills.

Able to respond to upset or disagreeable older adults and veterans in a calm, productive and professional manner.

Ability to understand and follow verbal and written instructions.

Ability to communicate effectively and appropriately both verbally and in writing.

Ability to speak in front of large and small groups.

Ability to work independently, organizing and structuring own work.

Ability to exercise initiative.

Strong innovation skills which include resourcefulness and creativity.

Ability to perform duties thoroughly and accurately. Looks for ways to improve quality and efficiency. Willingness to accept constructive criticism to improve performance.

Strong organizational and time management skills.

Commitment to a high standard of ethical behavior. Treats others with respect. Upholds organizational values of customer service, professionalism and positive attitude. Actively promote the Agency mission, vision and values.

Problem solving ability; ability to use good judgment, courtesy and tact in interactions with others and in handling problems.

Ability to represent the agency in a professional, positive manner.

Ability to maintain effective and harmonious relations using compassion and care with other employees, volunteers, older adults and veterans.

Maintains appropriate boundaries with clients and participants.

Ability to interact and work in a team effort in service delivery.

Tolerate pressure well in addition to accepting responsibility for own actions.

Familiarity with the problems and issues confronting older adults, veterans and the disabled in the local community.

Ability to speak, write, read and understand English with proficiency.

Special Qualifications

Possession of a current Michigan Driver's license and access to an insured, reliable, personal vehicle for use.

Ability to pass a Criminal History background review through the Michigan State Police.

Must have or achieve certification as a Michigan Medicare/Medicaid Assistance Program Counselor and act as the County Coordinator.

Must have or achieve and maintain accreditation and membership by and in the National Association of County Veterans Officers (NACVO) and the Michigan Association of County Veterans Officers (MACVO).

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees are required to follow any other job related instructions and to perform any other job related duties requested by the Director or its designee.

Requirements are representative of minimum levels of knowledge, skills and abilities. To perform the job successfully, the employee will possess the abilities to perform each duty proficiently.

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