**JOB DESCRIPTION**

**Job Title:** Return to Community Specialist

<table>
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<tr>
<th><strong>Department:</strong> Senior LinkAge Line&lt;sup&gt;®&lt;/sup&gt;</th>
<th><strong>FLSA Classification:</strong> Non-Exempt</th>
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<tbody>
<tr>
<td><strong>Grade:</strong></td>
<td><strong>Location:</strong> Slayton/Mankato/Home Office</td>
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<tr>
<td><strong>Status:</strong></td>
<td><strong>Reports to:</strong> Contact Center Supervisor</td>
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<tr>
<td><strong>Prepared by:</strong> Robin Thompson, Information and Assistance Director</td>
<td><strong>Effective Date:</strong> February 7, 2019</td>
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**JOB RESPONSIBILITY SUMMARY**

Provide long-term care options counseling during follow-up calls to consumers/caregivers as directed by Minnesota Board on Aging Standards and Assurances Return to Community Initiative. Research and connect consumers to service options and communicate information in a clear, comprehensive manner. Provide back-up to the SLL RTC, I&A Specialist by assessing and triaging all provider referrals received through the Senior LinkAge Line on-line referral system as needed. Provide back-up to the Return to Community Case Aide by providing administrative support to the CLS staff as needed.

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<th>Time Spent</th>
<th>ESSENTIAL DUTIES &amp; RESPONSIBILITIES include those listed below. Other duties must be performed as otherwise assigned.</th>
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<tr>
<td>40%</td>
<td>1. Make follow-up calls to individuals served through the Return to Community Initiative. Provide comprehensive follow-up assessment to identify needs, problems, goals, strengths, and weaknesses as well as recognize the positive and negative aspects of every situation; assist in connecting to formal and informal service providers. Enter client data into Web Referral per designated protocols.</td>
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<tr>
<td>35%</td>
<td>2. Research service options and communicate information in a clear, comprehensive manner. Assist Community Living Specialists (CLS) by researching and completing Community Planning Tools and Community Living Support Plans. Connect consumers to service providers, advocate for and support consumers as they navigate a complex long-term care service system. Make referrals as necessary to other Senior LinkAge Line&lt;sup&gt;®&lt;/sup&gt; staff/volunteers or other agencies as necessary.</td>
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<td>15%</td>
<td>3. Provide back-up to the RTC, I&amp;A Specialist by retrieving and screening consumer referrals submitted online by providers. Contact consumers, providers and caregivers to access consumer needs and triage to the appropriate staff. Provide back-up to the Return to Community Case Aide by providing administrative support to the CLS staff.</td>
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<td>3%</td>
<td>4. Identify signs, symptoms, and risk factors for abuse. Report suspected vulnerable adult situations to Common Entry Point within 24 hours.</td>
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<td>2%</td>
<td>5. Participate and maintain training developed by the Minnesota Board in Aging, including Core Body of Knowledge, Boston University Certificate on Aging and other applicable trainings.</td>
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<td>6. Arrange for in-person health insurance counseling with guidance from MNRAAA's Volunteer Coordinator.</td>
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<tr>
<td>3%</td>
<td>7. Serve a culturally diverse population of seniors and persons with disabilities and their caregivers, Medicare beneficiaries of any age, individuals seeking assistance with prescription drug costs of any age and community professionals to meet their informational needs.</td>
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MINIMUM QUALIFICATIONS

1. Education and experience:
   Bachelor's degree in social work, gerontology or related field. One year of professional or internship experience in the social services field, including long-term care, health care provider, social services provider or lead agency setting. A valid State of Minnesota driver's license, proof of insurance and reliable car is required. Degree in social work requires licensure or demonstrated progress/intent on securing licensure.

2. Preferred Knowledge, Skills, and Abilities:
   - Knowledge of:
     - Proper English usage, grammar, punctuation, spelling and vocabulary.
     - Needs of older adults, people with disabilities, caregivers and long-term care systems and supports.
     - Long-term care services, including those provided by formal, quasi-formal and informal agencies/organizations.
     - Effective phone-based and in-person interviewing, listening and assessment techniques.
     - County Long-Term Care Consultation services (MnCHOICES).
     - Self-directed care related to public benefit programs.
   - Skills Needed:
     - Microsoft Office Suite, such as Word, Excel, Internet for professional purposes, and web-based programs.
     - Interpersonal skills as applied to interaction with individuals from varied backgrounds, viewpoints and experience levels, including co-workers, clients, etc.
     - Self-motivation, initiative, dependability, flexibility, attention to detail and sound judgment when making decisions or seeking input and direction.
   - Ability To:
     - Adhere to MNRAAA and Minnesota Board on Aging policies and procedures.
     - Think critically and strategically; work innovatively, independently and as a team; handle multiple projects simultaneously.
     - Handle crisis situations effectively and efficiently, including handling difficult callers or staff.
     - Communicate effectively in both verbal and written forms with staff, partner organizations and diverse community members; have strong public relations’ skills.
     - Maintain client and organizational confidentiality.
     - Exercise good judgment with balance of independent action and adequate communication with Contact Center Supervisor and others.
     - Make decisions that are objective and defendable regarding issues that may have an emotional impact on participants.
     - Value cultural diversity and support cultural competency development.
     - Add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.
     - Connect consumers to home and community-based options such as transportation, home care, home modifications, meals on wheels, social opportunities, adult day care, durable medical equipment and chore services.
     - Connect consumers to housing options such as apartments, board and lodging or boarding care facilities, family homes, other nursing homes, assisted living settings, adult foster homes, subsidized housing, senior cooperatives, etc.
     - Communicate information regarding long-term care options in a clear, concise and understandable manner.
     - Employ skills to meet needs of person being served in a non-judgmental, professional, and culturally appropriate manner.
     - Assist consumers with the following:
       - Financial Power of Attorney, Power of Attorney for health care decisions, Living Will, POLST, guardianship, and conservatorship
       - Financial resources including Social Security, pensions, long term care insurance, Long Term Care Partnership, reverse mortgages, veterans’ benefits, Medicare, Medical Assistance and DHS waiver programs:
         - Community Alternatives for Disabled Individuals (CADI)
         - Community Alternative Care (CAC)
         - Brain Injury (BI)
         - Elderly Waiver (EW)
     - Maintain client and organizational confidentiality.
EQUIPMENT USED

- Computer
- Docking Station
- Printer
- Photocopier
- Fax Machine
- Projector
- Calculator
- VoIP Telephone
- Cell Phone

MENTAL & PHYSICAL DEMANDS/WORKING CONDITIONS

Work requires attention to detail; management of competing tasks and demands; ability to deal with complex problems with multiple variables in a variety of situations; and adherence to meeting deadlines and standard practices, policies and procedures.

There is regular sitting, standing, walking, reaching, bending, twisting, pushing, pulling, kneeling, grasping, feeling, talking, hearing/listening, seeing/observing, repetitive motions and finger movement. On occasion, the ability to lift and carry up to approximately 25 pounds on a non-continuous basis is preferred.

Work is performed primarily in the office with ability to work from home or a remote location, may include close proximity to others and occasional off-site meeting locations.