



Capital Area Council of Governments Job Description

CAPCOG Title: ADRC Coordinator

Division: Aging Services-ADRC

Reports to: Assistant Director of Aging Services

State Title & Salary Grade: Program Specialist I/B17

FLSA Status: Exempt Non-Exempt

GENERAL DESCRIPTION

Performs moderately complex human services work primarily involving the support and coordination of services with the Aging and Disability Resource Center of the Capital Area (ADRCAP). Work involves coordinating and implementing ADRC contract requirements. Supports Information and Referral navigation, including client intakes and assessments, as well as coordinating community partnerships to streamline referrals and consumer access to long term services and supports. Assists with the oversight of special grant projects implemented through the ADRC. Works under moderate supervision with some latitude for the use of initiative and independent judgment. [The essential functions of this position must be performed at CAPCOG offices therefore the position is not eligible for telecommuting.]

EXAMPLES OF WORK PERFORMED

- **Develops:**
 - procedures to support the “No wrong door” ADRC policy for consumers and ADRC programs
 - relationships with regional organizations, to include government, veteran, healthcare, housing, and non-profit entities which support the goals of the ADRC
 - rapport and connections with long-term care (LTC) facilities as the Local Contact Agency
 - relationships in order to identify new program and/or funding opportunities
 - guidelines for programs to ensure compliance with contract requirements of the ADRC as required by Texas Health and Human Services
 - techniques for evaluating consumer satisfaction and program activities
- **Provides:**
 - coordination of the ADRC Steering Committee activities, including membership development and support, trainings and meetings and records
 - technical guidance in ADRC program areas to AAA and ADRC staff
 - Provision of Information and Referral navigation services to consumers by phone and by e-mail on a regular basis
 - Accurate data collection and management of consumer records, financial record-keeping, and program documentation

Prepares:

- Outreach plans, presentations, materials, and social media outreach
- program reports as required by CAPCOG and Texas Health and Human Services
- recommendations to improve operations and programs as necessary through analysis of community needs
- **Participates:**
 - In program development and implementation, including special projects
 - in required agency training, state-wide planning meetings and training events
 - in successful completion of ADRC contract requirements and Key Performance Measures as required by CAPCOG and Texas Health and Human Services
- **Represents:**
 - the ADRC at meetings, conferences, and seminars and/or on boards, panels, and committees as assigned

GENERAL QUALIFICATION GUIDELINES

Education

- Graduation from an accredited four-year college or university with major course work in sociology, psychology, gerontology, social work, public administration, or related field.

Experience

- Minimum of two years relevant experience in a human services program required; provision of social services for older adults, persons with disabilities, and/or caregivers preferred.
- Experience serving clients of diverse backgrounds and economic backgrounds
- Background in supporting underserved populations in both rural and urban settings preferred.
- Bilingual in English and Spanish preferred proficiency in both written and verbal use of language

Knowledge, Skills, and Abilities

- Knowledge of:
 - Community social service programs serving older adults, persons with disabilities and caregivers
 - Government benefit programs, including Medicare, Medicaid, Long Term Support Services, and veteran benefits preferred Government benefit and community support programs for older adults and persons with disabilities
 - Microsoft Office Word, Outlook and Excel; consumer database and other applicable software
 - Alliance for Information and Referral Systems Standards preferred
- Skill in:
 - Effective oral and written communications, especially consumer support and documentation
 - Working with consumers with complex needs to provide person-centered decision support guidance and system navigation via, phone, e-mail, and in-person communications
 - Creating partnerships with community agencies; working with other helping professionals to support consumer needs
 - Coordinating and supporting advisory committees and training activities
 - Planning for and implementing client and outreach programs, including schedules, materials, and providing presentations
 - Reading, understanding, and implementing Health and Human Services contract requirements and AIRS standards for information and referral

- Ability in:
 - Maintaining consumer privacy and confidentiality and adhere to federal, state, and agency HIPAA requirements
 - Planning, developing, and implementing community outreach and education presentations on services
 - Providing for accurate and complete data entry on computer database systems
 - Maintain and provide reports, both written and data-based, on consumers, financial assistance, and services in compliance with state and local requirements.
 - Handling multiple tasks within time constraints
 - Ensuring respectful services and programs for persons of all marginalized groups due to factors such as but not limited to: disabilities, religion, economic status, geographic residence, ethnicity, race, skin color, language, country of origin, legal status, incarceration, military and/or veteran status; sexual orientation, and gender identity.
 - Performing duties in compliance with local, state and agency rules and regulations

Position Specific Competencies

- Attention to Detail: Ability to focus meticulously on all duties, assignments, schedules, and resources.
- Judgement: Demonstrates critical thinking based upon in-depth data gathering, corroborating information, considering others’ input, and ethics.
- Regulatory Compliance: Understands regulations and ensures that work is in compliance with regulations.
- Work Organization: Balances competing priorities to meet project and team commitments in a timely manner and delivery quality results.

Physical Requirements

Remain in a stationary position at a desk throughout the workday.	Seldom
Stand and perform tasks throughout the workday. May be stationary for periods of the day.	Seldom
Move about inside the office to perform different tasks of the position such as access the copy machine, file papers, or deliver mail to the reception area.	Frequently
Coordinate precise movements of the fingers in order to use office productivity machinery or perform intricate tasks.	Constantly
Move objects weighing up to designated # of pounds.	Seldom - 15 lbs.
Lift objects from the floor and up onto a shelf or desk weighing up to designated # of pounds.	Seldom - 15 lbs.

Converse with others both in person and over the phone.	Frequently
View details at close range (within one to two feet of the observer) and distinguish color-coded materials.	Seldom
Move body into multiple positions to perform different tasks such as in the following examples: under desks, between walls, around servers and furniture, or to retrieve files from the bottom or top drawers of file cabinets.	Seldom
Performs duties in professional office environment	Frequently
Performs duties while exposed to conditions of heat, cold, humidity, wind and/or rain.	Seldom
Drives a vehicle to perform CAPCOG business.	Seldom

KEY

Never 0% Seldom 0-30% Regularly 30-60% Frequently 60-90% Constantly 90-100%

Seldom would be up to 12 hours per week or 0 to 2.4 hours per day

Regularly would be 12 to 24 hours per week or 2.4 to 4.8 hours per day

Frequently would be 24 to 36 hours per week or 4.8 to 7.2 hours per day

Constantly would be 36 hours to 40 hours per week or 7.2 to 8 hours per day

Other Requirements

Must have dependable transportation for travel within the region, maintain a valid Texas driver's license, and proof of vehicle insurance as specified by the State of Texas.