



Capital Area Council of Governments Job Description

CAPCOG Title: ADRC Coordinator
Division: Aging Services
Reports to: Assistant Director, Aging Services
State Title and 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.

ESSENTIAL FUNCTIONS

Essential duties and functions may include the following. Other related duties may be assigned.

- Develops relationships with regional organizations, to include government, veteran, healthcare, housing, and non-profit entities which support the goals of the ADRC.
- Develops rapport and connections with long-term care (LTC) facilities as the Local Contact Agency.
- Develops guidelines for programs to ensure compliance with contract requirements of the ADRC as required by Texas Health and Human Services.
- Ensures ethical practices in programs and services for all individuals.
- Develops 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.
- Provides content and materials for outreach and education efforts, including social media to support program goals.
- Provides provision of Information and Referral navigation services to consumers by phone and by e-mail on a regular basis.
- Provides accurate data collection and management of consumer records, financial record-keeping, and program documentation as assigned.
- Maintain community resource database for both internal and external consumers.
- Participates In program development and implementation, including special projects.
- Participates 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.

GENERAL QUALIFICATIONS

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 Spanish preferred.

Knowledge, Skills, and Abilities

- Knowledge of community social service programs serving older adults, persons with disabilities and caregivers.
- Knowledge of Microsoft Office Suite, including MS Excel; consumer databases and other applicable software.
- Knowledge of government benefit and community support programs for older adults and persons with disabilities preferred.
- Skill in person-centered support guidance and system navigation via phone, e-mail and in-person communications.
- Skill in written and oral communications, including outreach and professional correspondence.
- Skill in creating partnerships with community agencies; working with other helping professionals to support consumer needs.
- Skill in coordinating and supporting advisory committees and training activities.
- Skill in planning for and implementing outreach programs, including schedules, materials, social media, and presentations.
- Ability to develop, evaluate, and interpret policies and procedures.
- Ability to provide for accurate and complete data entry on computer database systems
- Ability to provide reports, both written and data-based on consumers, financial assistance, and services in compliance with federal, state, and local requirements.
- Ability to maintain strict standards of consumer privacy and adhere to federal, state, and local HIPAA requirements.
- Ability to communicate in both oral and written English and Spanish language is preferred.

Position Specific Competencies

- Attention to Detail – Ability to focus meticulously on all duties, assignments, schedules, and resources.
- Analytic Problem-Solving – Uses a logical approach to make decisions, address problems, and take advantage of opportunities.
- Interpersonal Understanding – Works effectively with colleagues, supervisors, and external customers of all backgrounds and levels.
- Judgment – Demonstrates critical thinking based upon in-depth information gathering, corroborating information, considering others’ input, and ethics.
- Regulatory Compliance – Understands regulations and ensures that work complies with regulations.

Other Requirements

- Must maintain a valid Texas driver’s license and have dependable transportation for travel within region with proof of insurance as specified by the State of Texas.
- Must obtain Alliance on Information and Referral Systems (AIRS) certification as Community Resource Specialist Aging/Disability within time and experience guidelines outlined by AIRS or within one year of hire.

Physical Requirements

Remain in a stationary position at a desk throughout the workday.	Regularly
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.	Seldom
Coordinate precise movements of the fingers to use office productivity machinery or perform intricate tasks.	Frequently
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

I have read and understand all aspects of this job description. I have discussed the duties with my supervisor.

Employee Printed Name, Signature and Date

Supervisor Printed Name, Signature and Date