

## The Metrowest Aging and Disability Resource Consortium

### Long Term Care Options Counselor Job Description

The MetroWest Aging and Disability Resource Consortium is a key entry point for older adults and persons with disabilities for information and assistance with community resources and access to publicly funded, community-based long term care. The Long Term Care Options Counselor will play a central role in educating consumers who are considering facility-based long term care services about their community-based options.

General Statement of Duties: The Long Term Care (LTC) Options Counselor will educate older adults and persons with disabilities to understand the type and range of community-based long term care supports available to them. The Counselor will also provide information and assistance with referrals for community-based long term care benefits. The LTC Options counseling can be provided by phone, in the home of the consumer, in a hospital or skilled nursing facility.

Supervised by: On-site Supervisors at the Metrowest Center for Independent Living and BayPath Elder Services (depending on which agency the Counselor is based). Overall project coordination and guidance provided by the LTCOC Project Coordinator, based out of Springwell, Inc.

Supervision exercised: None.

#### Examples of Duties:

- Provide counseling on the different options available for long term care, which will vary depending on each consumer's situation. LTC Options counseling includes contacting the consumer to discuss and provide guidance about:
  - the consumer's medical, physical, emotional, and financial resources,
  - public, private and informal supports available to meet long term care needs,

- factors for the consumer to consider in making long term care decisions, including capacity and personal preferences.
- Assist the consumer in developing a plan that is consumer-directed and includes services, programs, financial resources, and other supports agreed upon by the consumer.
- Provide timely and accurate assistance with referrals to support the consumer in accessing the agreed upon supports.
- Follow-up by communicating and consulting with the consumer as needed, to determine the outcomes of previous contacts and to offer additional assistance in locating or using services as necessary.
- Create and maintain case files comprised of contacts, progress notes, and correspondence.
- Complete all documentation required for measuring quality and achievement of outcomes.
- Participate in activities to assist the ADRC in gaining visibility and trust with community agencies, providers and the public.
- Perform other related duties as required.

Qualifications:

- Bachelor's Degree in Social Work, Counseling or Related Field
- Three to five years experience in social work, counseling or related field and experience in coordinating services for one or more of the target populations.
- Driver's license and reliable transportation required.
- Excellent computer skills.
- Good knowledge of procedures and practices relating to the benefits and services available to older adults and persons with disabilities.
- Active listening, interviewing, and advocacy skills.
- Knowledge of the long term care and social service delivery systems, community resources and the local service system.
- Ability to communicate clearly and effectively, orally and in writing.
- Ability to network and maintain positive, effective relationships with the community agencies, providers, families, consumers and the general public.
- Ability to be flexible and work in a fast-paced environment.
- Ability to work constructively as a team member.