

Proposed Job Description
ServiceLink Resource Center
Long Term Support Counselor

Title:

Long Term Support Counselor

Basic Purpose:

The Long Term Support Counselor, under the direction of the ServiceLink Resource Center Manager, provides person centered needs assessments, counseling and referrals, preliminary care planning and short-term tracking based on consumer needs, preferences and situational context for persons in need of Long Term Supports.

(Essential) Accountabilities:

1. Performs person centered comprehensive needs assessments, including mental, physical, functional, cultural, financial, environmental, and life goals to determine appropriate referrals;
2. Provides clinical eligibility counseling and financial prescreening for State and Federal Programs;
3. Develops preliminary care planning, long term support counseling, conducts information gathering and provides limited follow-up based on consumer preferences;
4. Assures all client records are maintained accurately by following LTSC documentation policies and Network standards for the use of Refer7
5. Responsible for team coordination of long-term support counseling referral process within ServiceLink Resource Center Model;
6. Provides long term support counseling to select persons in hospitals, rehab facilities, or nursing homes, or at home;
7. Conducts and/or attends team meetings with appropriate staff from the ServiceLink Resource Center, New Hampshire Department of Health and Human Services (DHHS) District Office, private Home and Community Based Care case managers, and other human service providers as necessary. These meetings include but are not limited to local Elder Wrap meetings and BEAS coordinated meetings;
8. Assists with/provides periodic public education sessions;
9. Engages in interprofessional and interagency collaboration and education regarding long term support counseling services;
10. Participate in continuing education and peer counseling workshops and activities;

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11. Participates in evaluative and quality assurance activities;
12. Provides information, referrals and assistance through telephone, walk-in or email intake as needed; and
13. Provides home and community visits.

Non-essential accountabilities: Performs other duties as assigned by SLRC Center manager that will assist with Resource Center team functions.

(Required) Education:

The Long Term Care Support Counselor shall have a baccalaureate or graduate degree in human or health care services or related field. Knowledge and skills shall demonstrate competence as well as compassion to perform person centered long term support counseling with older adults and persons with disabilities and their families.

Acquire the Alliance of Information Referral Specialist (AIRS) certification within one year of hire. Obtain certification as a State Health Insurance Assistance Program (SHIP) Counselor and Senior Medicare Patrol (SMP) within one year of hire.

Experience:

Minimum of three years social work or case management experience, preferably in the areas of aging, disabilities, community health, nursing home or hospital discharge planning. Experience working with older adults and or adults with disabilities preferred.

Skills:

- Knowledge of the principles and methods of person centered relationship focused option counseling including availability and use of community resources;
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- Ability to exercise good judgment in evaluating situations, and conducting person centered planning and decision making;
- Ability to write case histories and related reports;
- Ability to communicate effectively, summarize data, prepare reports and make recommendations based on findings which contribute to solving problems and achieving work objectives;
- Ability to establish and maintain effective working relationships with representatives of other social agencies, institution officials, the public and clients;
- Good interpersonal and computer skills, openness and flexibility in working with diverse groups, and enthusiasm for working collaboratively and with a team; and
- Ability to work independently.
- Knowledge physical, cognitive, social, and psychological aspects of aging and disability
- Ability to be consistent and flexible as circumstances warrant.
- Ability to effectively weigh and evaluate personal needs, client needs and the aims and policies of the agency and to respond and negotiate these competing needs as appropriate.
- Ability to remain calm and supportive in psychological emergencies and/or crises
- Ability to conduct self evaluation and effectively modulate personal style as situation warrants
- Ability to receive and utilize constructive feedback regarding performance, presentation and relationships with others.

Other Requirements:

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- Completion of a New Hampshire Department of Health and Human Services, Bureau of Elderly and Adult Services Central Registry record check and acceptance by the Bureau;
- Completion of a New Hampshire Department of Safety criminal record check and acceptance by the agency;
- Must be able to answer telephone and perform light work that includes walking or operating computer and office equipment for extended periods of time – as well as occasional strenuous activity like reaching or bending;
- Maintain a valid driver's license, good driving record and access to a fully insured car;
- Maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority; and
- Travel in state and occasional travel out of state for conference, trainings, and meetings.

This is a full time position that may include evenings and some weekends. Some travel required.

DISCLAIMER STATEMENT: The job description lists typical examples of work and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed on the supplemental job description provided that such duties are characteristic of that position.

SIGNATURES:

I have reviewed the content of the above job description with my supervisor.

Employee Signature: _____ Date: _____

I have discussed the work responsibilities outlines by the job description with the above employee.

Supervisor signature: _____ Date: _____