

## **Job Announcement: Aging and Disability Resource Connection (ADRC) Service Coordinator**

Marin County Health and Human Services/Aging and Adult Services (AAS) and the Marin Center for Independent Living have formed a core partnership in the spirit of an Aging and Disability Resource Connection (ADRC). AAS and MCIL are in the process of, developing protocols, practices and procedures that will enhance the community by providing a visible, reliable, no-wrong-door access point for information, referral, assistance with public and other benefits, options counseling, and transitions from long-term nursing home residence to community living arrangements as well as short-term service coordination.

The mission of Health and Human Services/AAS is to promote and protect the health, well-being, self-sufficiency, and safety of people in Marin so that they can live long and live well. AAS achieves this through four goals: 1. Enhance the quality of life, safety, and security for older adults; 2. Support and promote local efforts to create livable communities for all; 3. Improve visibility and usability of information, services, and resources; 4. Encourage innovative approaches to policy and services through community collaboration and advocacy.

The mission of MCIL is to assist persons with all types of disabilities to achieve their maximum level of sustainable independence as contributing, responsible and equal participants in society. These missions and goals are compatible with an ADRC in their aim to serve persons of all ages, incomes and abilities so that they can access the basics in long-term services and supports that are needed for them to remain active and independent in their communities. The two core partners have formed the core partnership to further their missions toward the vision that Marin residents have autonomy, independence, and are able to live full and healthy lives.

This partnership will:

- Serve as a consumer directed resource for access to long-term supports and services (LTSS) for people of all ages, disabilities, and income levels.
- Use a “no wrong door” approach, making access to information and LTSS as seamless and easy as possible for consumers.
- Bring existing resources together to provide objective information about the full range of options that are available and to empower consumers to make informed decisions about their LTSS and
  - Assure provision of core services found in an ADRC
  - Enhanced Information, Referral and Awareness
  - Options Counseling and Assistance
  - Person Centered Hospital and Nursing facility Transition Support
  - Short Term (up to 90 days) Service Coordination

The ADRC Service Coordinator will work in partnership with AAS staff in the provision of ADRC services. The duties, functions, and requirements of an ADRC Service Coordinator are, in part, as follows:

### **Essential Duties & Responsibilities:**

- Interviews clients, consumers and family members to evaluate situations presented and determine the extent and need of services and supports.

- Takes a person-centered approach in assessing consumer needs to create short-term service plans, including Independent Living Plan (ILP) development and/or goals.
- Provides information, assistance, benefit analysis, and counseling to consumers as needed to evaluate services that may be available.
- Assist consumers as needed with appropriate follow up (e.g. tracking benefit changes, referral to outside resources) to ensure service needs/goals are met.
- Trains and supports consumers in self advocacy skills and efforts with a goal of independent self-advocacy and self-sufficiency.
- Responds to consumers, other service providers and/or community partners by answering and/or returning phone calls promptly and/or by following up with consumers in writing as needed
- Maintains complete, organized, confidential consumer records including timely CFAL input, well documented case notes and follows established procedures related to inactivating consumer files.
- Travels efficiently and independently throughout Marin (as determined by physical location), including to consumer's homes, to assess and/or facilitate consumer access to programs and services.
- Works independently, within the scope of the position, to coordinate consumer access to ADRC services offered by MCIL, AAS or other organizations.
- Initiates and conducts outreach activities to consumers, other service providers and the community to educate and promote ADRC services as well as to develop community relationships which result in resources for consumers.
- Learns about resources and services available to older adults and persons with disabilities or functional limitations in order to effectively support short-term service coordination needs of consumers.
- Documents and/or collects, on a routine basis, goals and outcomes successfully achieved by consumers for use in promotional materials and/or federal/state reports.
- Other duties as assigned.

**Other Duties & Responsibilities:**

- Participates in committees inside and outside the organization which promote and support the ADRC and the missions and philosophies of MCIL and AAS.
- May participate in the generation of all necessary reports for submission to the appropriate agency by the report deadline.
- Clerical/administrative work as needed to respond to consumers, maintain consumer files and records and support office operations including answering phones and typing on computer.

- As directed, participate in areas of ADRC system advocacy and service development such as benefits, health care, resource education, etc. and communicate key issues to other members of the ADRC.

### **Requirements / Job Specifications:**

#### **Knowledge / Skills / Abilities:**

- Skill with general office procedures (e.g. filing, collating, typing, answering phones).
- Skill in using Microsoft Office applications in a PC environment.
- Ability to operate standard office equipment (e.g. copy, fax, phone, computers).
- Ability to understand and implement the organization's policies and procedures.
- Ability to understand and implement IL philosophy.
- Ability to advocate for people with disabilities and train others in self-advocacy.
- Ability to promote and clearly explain the services that Access to Independence offers to consumers, other businesses and organizations in the community.
- Ability to effectively manage conflicts and resolve conflicts successfully.
- Ability to define problems, collect/analyze data, establish facts, and draw reasonable conclusions and solutions in accordance with established organization policies and procedures.
- Ability to take and/or follow direction, exercise initiative, ingenuity and sound judgment in accordance with established policies and procedures.
- Ability to maintain confidentiality and confidential information.

#### **Education and Work Experience:**

- Bachelor's degree in social service and/or some combination of college and social services work or work in a related field.

#### **Work Experience:**

- 2-4 years related professional experience.
- Experience working with people with disabilities and/or older adults, preferably in an Independent Living Center or aging and adult services organization.

#### **Interaction:**

- Interacts with all levels of employees, consumers and/or outside agencies on a daily basis
- Must possess the ability to interact effectively (influence, exchange and communicate information so it is understood) with consumers, employees at all levels of the organization as well as those outside the organization and provide appropriate communication to the target audience.

**Compensation:** \$45,000 annually (Full time position, 35 hours per week) + Benefits package

**How to Apply:** Interested candidates should email a resume with a cover letter summarizing qualifications and experience to:

Susan Malardino, Deputy Director  
Marin Center for Independent Living  
[mcilsusan@gmail.com](mailto:mcilsusan@gmail.com) (email)

Individuals with disabilities & individuals from underrepresented communities are encouraged to apply. MCIL is an equal opportunity employer.

All applications must be received by *Friday September 30, 2016 COB*.

Alternate formats of this publication can be made available upon request by emailing [mcilsusan@gmail.com](mailto:mcilsusan@gmail.com).