

SCHUYLKILL COUNTY  
CLASSIFICATION DESCRIPTION

JOB TITLE: Aging Case Aide II  
DEPARTMENT: Human Services (Office of Senior Services)

GENERAL SUMMARY: This is advanced public contact work assisting elderly citizens obtain a wide range of services. The employee processes intake information, provides information regarding availability of community services, provides advice through direct and continuous personal contact and makes referrals to appropriate service agencies.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Accept and screen all referrals, requests for service and walk-ins to the agency. Perform required data entry.
2. Evaluate needs of potential client through discussion and provide counseling on less complex assessments.
3. Complete Report of Need for Protective Service Referrals.
4. Forward Ombudsman referral to Ombudsman/Volunteer Coordinator.
5. Refer clients for support services when a formal assessment is not indicated.
6. Schedule assessment appointments for Care Managers and provide required forms to facilities and individuals.
7. Receive calls from clients wishing to volunteer or needing a volunteer and forwarding information to appropriate volunteer resource. Also, the placement of volunteers from the community to provide needed consumer support services.
8. Perform outreach activities which may consist of public speaking, resource development, home visits, involvement in various community activities and mailing out appropriate information, .
9. Compile, maintain, and update national, state and local resource file.
10. Provide general insurance counseling and/or refer to the APPRISE Program.
11. Visit clients in their homes to provide information regarding available services, to assist with the completion of applications for elderly program reimbursements such as PACE, rent rebates, and energy assistance, etc. or to assist with the completion of Nursing Home Medical Assistance forms such as the Common Application Form (PA 600) or Spousal Impoverishment Forms.
12. Gather financial information, obtain verification and assist families in the completion of financial assistance application required for the Options II program. Make copies of appropriate documents.
13. Perform emergency functions, such as assisting clients to obtain housing, financial assistance, food orders, clothing, transportation or supplies.
14. Restart or terminate Meals on Wheels only clients. Determine whereabouts of clients who are not at home at time of meal delivery and report any problems to supervisor.
15. Field calls for unavailable Care Managers and document information received on clients in case records on agency narrative form.
16. Generate computer reports of I & R activity as necessary.
17. Follow up with clients to determine if services have been received and needs have been met.
18. Participate in in-service and out-service trainings.
19. Other related duties and responsibilities as assigned.

JOB SPECIFICATIONS:

\*Indicates developed after employment.

Education/Experience: Any combination of education and experience which indicates possession of the skills, knowledge and abilities listed below. An example of acceptable qualifications for this position is completion of one year as Aging Case Aide I; or two years of public contact work, including one year in a human services program.

Knowledge:

Knowledge of the physical, cultural and social aspects of the elderly community.  
Ability to obtain, evaluate and analyze information from interviews, reports, records

and other type of sources of information; and to provide information to clients and other type of personnel.

Ability to communicate effectively, both orally and in writing.

Ability to establish and maintain positive working relationships.

Ability to learn about Office of Senior Service programs and the services of other community agencies.

Ability to effectively communicate verbally with older persons.

Ability to read, write and perform simple arithmetic computations.

Ability to follow simple oral and written instructions.

Ability to express ideas clearly and persuasively to elderly clients.

Ability to use computer for data entry, word processing and spreadsheet applications.

**Working Conditions:**

Work is normally performed in an office setting but requires occasional travel to make on-site visits. Work requires occasionally responding to angry or upset individuals. Work may involve exposure to deteriorated living environments which could be hazardous to health.

**DISCLAIMER:**

Classification descriptions are intended to describe the general nature and level of work being performed by a person assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required to perform the job.

**REPORTS TO:** Aging Care Management Supervisor I

**FLSA STATUS:** non-exempt

**DATE:** 1994