

## SERVICE ADVISOR

### **Position Overview:**

The Service Advisor is under the direction of the Executive Director and Aging Services Director. The Service Advisor shall have responsibility for service including, but not limited to, assistance to eligible KyHealth Choices members, working with these individuals to identify needs, develop a plan of care, assist with arrangement for services (when necessary), monitor the provision of services and reassess the person's needs and progress on a regular basis.

### **Duties & Responsibilities:**

- Complete the initial assessment and formulate care plan; make contacts with members; work closely to maintain and enhance volunteer and informal support systems; and maintain client confidentiality.
- Communicate appropriate service information to appropriate provider agencies.
- Maintain all required case records and update information on a regular basis.
- Conduct appropriate referrals to provider agencies when services requested are beyond the scope of the LTADD contracted programs.
- Participate in interagency conference as well as Service Providers' meeting and other meetings as directed by the Executive Director/Associate Director.
- Perform other tasks as assigned by the Executive Director/Associate Director.
- Must meet time deadlines established for reporting by the Executive Director/Associate Director and maintain clear and understandable records in a professional manner.
- Other duties as assigned by the Executive Director.

### **Education & Experience:**

The Service Advisor must meet the requirements for the Kentucky HomeCare program case manager and Service Advisor in the Kentucky Consumer Directed Options (CDO) projects.

### **General Qualifications:**

- Must have excellent written, verbal and listening skills and in working with frail and/or older persons, other professionals and the general public.

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- Must hold a valid Drivers License and ultimately obtain a Kentucky Drivers License.
- Must behave responsibly, consistently, and professionally in all interactions with clients.
- Submit to a Tuberculosis (TB) Skin Test or Screening annually. Screening costs will be covered by LTADD.
- Undergo CPR/First-Aid Training every two years. Associated training costs will be covered by LTADD.
- Complete DAIL Attendant Training annually at the time personnel evaluations are performed.
- LTADD is a drug free work place and an EOE, AA, ADA, Title VI employer. This position will require criminal background screening.

### **Work Site:**

Generally in office sitting, however flexibility for travel and mobility to attend meetings and making site visits is a must and may require walking and/or operating a vehicle. This position requires attendance of after hour meetings and occasional overnight travel.