



# Lincoln Trail ADD

## Job Description

**ADRC Intake Specialist**

**Pay Grade 10**

STATUS	
<b>Date:</b> 18 January 2023	<b>Department:</b> Aging & Social Services
<b>FLSA Status:</b> Non-Exempt	<b>Reporting Authority:</b> Homecare/In-Home Team Leader/Supervisor
<b>Supervisory Responsibility:</b> None	

### **Position Overview:**

The incumbent is responsible for the Aging and Disabilities Resource Center (ADRC) activities of the Lincoln Trail Area Agency on Agency & Independent Living. The incumbent shall be responsible for initial intake and screening of phone inquiries and communicate with referral sources regarding the status of each referral. The incumbent shall enter data and generate reports from multiple data systems within the department. The incumbent will maintain waiting lists, prioritize applicants for services and process service authorizations for meal programs as needed.

### **Duties & Responsibilities:**

- Answer multi-line telephone, route calls, and take accurate messages.
- Answer calls from public and private agencies concerning programs, data and resources in the field of gerontology and individuals with disabilities.
- Interview and screen applicants to determine eligibility for program assistance and prioritize completion of level one screenings.
- Initiate and complete Medicaid Waiver applications as appropriate.
- Process forms, correspondence and documents concerning program assistance.
- Assist case managers in program activities by processing forms, referrals, documents and correspondence concerning social service programs.
- Disseminate information and materials to applicants and clients concerning social service program activities.
- Prepare relevant status reports and satisfaction surveys.
- Assist with program monitoring as assigned.
- Prepare program reports for submittal to appropriate funding sources.
- Work with required database systems for ongoing records and data entry.
- File documents and client information.
- Type records, documents, forms, letters and related information.
- Submits service authorizations to Home Delivered Meal providers to initiate receiving meals through the Expanded Senior Meal Program.

- Carry a small caseload if assigned.
- Performs other duties as assigned.

**Education & Experience:**

- Required: High school diploma or equivalent; two (2) years of experience working with the elderly and individuals with disabilities. A comprehensive knowledge of community resources and policy governing programs administered by the Aging Services department.
- Preferred: An Associate or Bachelor's Degree in Social Work is preferred.

**General Qualifications:**

- Must have a thorough knowledge of programs for the elderly and individuals with disabilities, filing systems and computers.
- Ability to deal with clients, professional staff and community representatives in a professional manner.
- Ability to deal with stressful situations, multi-task and manage projects.
- Ability to display proper phone etiquette, time management and multi-phone systems.
- Ability to respect and maintain client confidentiality.
- Ability to communicate both in writing and orally.
- Ability to take direction from the leadership team and work as a team member.
- Ability to gather reports and compile for information accurately and meet deadlines.
- 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:**

Sitting behind a desk at a computer terminal for hours at a time. Must be able to efficiently keyboard and operate standard office equipment such as copiers and calculators.

**Workplace Hazards:**

No known hazards exist in the workplace. Must operate a staff vehicle and general office equipment in the course of daily duties.