

# CENTRAL VIRGINIA ALLIANCE FOR COMMUNITY LIVING, INC.

## Job Description

**Position:** Social Services Support Specialist  
**Employment Category:** Non-Exempt, Full-Time  
**Reports directly to:** Director of Social Service Programs

**Basic Function:** The Social Services Support Specialist will support and assist the Social Services Department with performing in-home assessments/reassessments to determine individuals' eligibility for services. The Social Services Support Specialist will also contact individuals alone at their residence to provide psychological reassurance to ensure they are well and safe. The Social Services Support Specialist will also enter program units of services and individual information for the Social Services Department into Peer Place. The Social Services Support Specialist will also become certified as an Information & Referral Specialist. The Social Services Support Specialist will also oversee the Peer Place computer system and work with the Director of Social Service Programs and/or NWD Coordinator to train the CRIA partners. The Social Services Support Specialist will also be trained in Healthy IDEAS and provide follow-up checking calls. The Social Services Support Specialist will also be trained in Falls Talk to assist the Social Services Department in providing assistance with this program.

**Educational Requirements:**

- Must possess a minimum of a Bachelor's degree in human services or a related field;
- It is preferable that the Social Services Support Specialist will have a minimum of one year of satisfactory experience in the human services field working with older adults or individuals with disabilities.
- Proficient with computers, computer software knowledge, word processing and data entry.

**Physical Abilities:**

- Must be able to sit, stand and walk frequently
- Must be able to lift 25 pounds on a regular basis
- Must be able to meet the physical requirements of the job, including making in-home reassessments and climbing stairs, or accessing other locations that may not be accessible
- Must be able to utilize arms, hands, and wrist to perform repetitive tasks

**Required Abilities:**

- Strong organizational skills
- Effective communication skills
- Ability to work positively with people from all socio-economic backgrounds, being tolerant of differences resultant of ethnic, or religious diversity
- Manage time effectively
- Excellent driving background and personal automobile for required travel within the 11<sup>th</sup> Planning District
- Work effectively with older adults and show sensitivity to needs and problems of older adults and individuals with disabilities
- Advocate for individuals' needs
- Assess and analyze individuals' needs
- Conduct effective interviews, arrange, and negotiate service referrals, and identify services within the provider network to meet individuals' needs
- Understand and interpret policies and regulations
- Communicate and establish effective interpersonal relationships with individuals, co-workers, other professional and technical staff, and other service agencies
- Work as a team member; be flexible and able to work with changing work environments
- Demonstrate knowledge of:
  - Biological, psychological, and social aspects of aging, the impact of disabilities and illnesses on aging
  - Interviewing and functional assessment principles
  - Service planning processes and the major components of service planning
  - Advocacy techniques and consumer rights
  - Public benefits eligibility requirements
  - General principles of documentation

### Principal Responsibilities

- Receive referral intake, assess for appropriate service level
- Link individuals to other service providers when appropriate  
Perform in-home reassessments to determine individuals' needs and available resources to meet those needs
- Complete individuals' file documentation as outlined in the Care Management Policy and Procedure Manual

Initials: \_\_\_\_\_

- Develop individualized care-plans, coordinate services, and follow up on service referrals to ensure appropriate service delivery without gap or duplication and ensure the quality and effectiveness of the referral
- Broker for services that individuals' needs, and monitor same
- Monitor care plan effectiveness and follow-up on individuals' needs as necessary
- Complete and present individuals' cases to weekly care management meetings
- Maintain data and provide information as necessary/as requested by the Director of Social Service Programs
- Attend training and meetings as necessary, including but not limited to UAI training and Peer Place training
- Handle Communication, Referral, Information and Assistance calls as needed
- Input Program Units of Services into Peer Place
- Support the Personal Care Program as needed
- Provide support for the Healthy IDEAS program
- Provide support for the Falls Talk Program
- Support the ADRC/NWD Program as needed
- Perform monitoring as needed of the PCA aides as related to the Personal Care program
- Enter all individuals' information as related into CRIA
- Support and assist individuals in maintaining health and wellness
- Enter all the necessary information as related to the SART report
- Assist with agency fund raising and special events as needed
- Perform other duties as assigned

**Any and all activities as assigned by the Director of Social Service Programs and the Executive Director.**

### Additional Responsibilities

CVACL conducts many activities that are considered promotional and special events. Those activities are critical to the agency's existence and can involve a number of varied tasks. **ALL** employees will be expected to be on call during such events, provide assistance as assigned and support the activities. **ALL** staff will share the promotional and special event responsibilities regardless of the employee's regular work schedule or job description. In relation to the promotional and special activities, employees can be asked to make those activities a priority immediately upon the presenting need. Every effort will be made to provide advance coordination.

**I have received, reviewed, discussed, and understand the responsibilities, expectations and compensation as stipulated in the Social Services Support Specialist job description and communicated within this 2-page document.**

\_\_\_\_\_  
Employee Name Printed

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date