



Rio Grande Council of Governments Job Description

Title:	Program Specialist - Care Coordination	FLSA Classification:	Non-Exempt
Division:	Area Agency on Aging (AAA)	Class No.:	315
		Pay Group:	6

Summary of Position

Works directly with older adults and family caregivers to assess their needs and effectively plan, arrange, and coordinate needed services to maintain client independence and support the needs of the caregiver.

Organizational Relationships

Reports to: AAA Director

Directs: This is a non-supervisory position

Other: Has frequent contact with the general public, government agencies, organizations, vendors, and Council of Governments staff.

Scope of Work

Essential Duties:

- Conducts home visits to evaluate the needs of the older individual and family caregiver while making visual observations of the environment to determine other needs;
- Arranges appropriate services through AAA or secures them from other community sources through referrals;
- Conducts follow-up activities to ensure client satisfaction and successful service arrangements;
- Maintains appropriate case records with detailed documentation of activities related to the client within the division's client software system;
- Attends meetings and conferences as required;
- Will be required to travel frequently within El Paso County, the RCGOG region, and the State of Texas; and
- Assists the AAA Division and performs other duties assigned by the AAA Director.

Responsibilities:

- Reports entry access problems, telephone system and information technology asset malfunctions, and any potential building hazards or faults per Rio Grande Councils of Governments policies and procedures; and
- Required to assist the public information officer (Executive Director) with open records requests.

Qualifications:

A Bachelor's degree in social sciences with two years of experience in providing services to the aging population;

Or any equivalent combination of education, experience, and training that provides the required knowledge, skills, and abilities.

Must be able to communicate effectively in both English and Spanish.

Must pass a background investigation.

Knowledge of:

- Basic benefits, community services, and resources for older adults and persons with disabilities;
- Techniques for effective interpersonal communications;
- English usage, grammar, punctuation, and spelling;

- The practices of modern office procedures; and
- Microsoft Windows operating systems and Microsoft Office products such as Outlook, Excel, Word, and OneDrive.

Skills

- Possess strong listening skills and interviewing techniques;
- Be organized, efficient, and detail-oriented; and
- Strong writing skills.

Abilities

- Work independently;
- Identify available resources;
- Maintain required documentation and present complex issues to agencies and the public;
- Provide clear, concise oral and written communication;
- Follow oral and written instructions;
- Work in a fast-paced environment with a demonstrated capability to prioritize multiple tasks and meet deadlines; and
- Develop reasonable proficiency with all job functions and office equipment.

Every position at the Rio Grande Council of Governments requires the following professional skills and abilities as key and necessary elements of performance:

- Demonstrate regular and reliable attendance;
- Maintain effective interpersonal communications and exercise a calm and patient demeanor when dealing with staff, the public, other agencies, and vendors;
- Maintain strict confidentiality; and
- Project positive support for their division and the organization at all times.

Certificates and Licenses Required:

- Must have a valid driver's license and vehicle insurance and
- Responsible for completing any state-mandated training as required.

Physical Demands: Performs tasks requiring both sitting and standing for extended periods, and may require walking for short periods at a time; may require occasional bending, stretching, reaching, twisting, kneeling, squatting, and extension of the arms; lifting or carrying of light to moderate equipment or supplies weighing up to 35 pounds; requires hand and finger dexterity sufficient to use computers and standard office equipment to perform assignments.

Work Environment: office setting and fieldwork

Job Location: RGCOG Main office located at 8037 Lockheed Drive, Suite 100, El Paso, Texas 79925

Equipment: computer, typewriter, copy machine, fax machine, and other office equipment related to job performance.

Note: The information contained is intended to provide a general description of the nature and level of work to be performed by employees and shall not be construed as an exhaustive and all-inclusive list of duties, responsibilities, skills, and requirements and is subject to change at the discretion of the Rio Grande Council of Governments.

**In accordance with the Americans with Disabilities Act (ADA), this job description does not take into account potential reasonable accommodations.*