

APPALACHIAN COUNCIL OF GOVERNMENTS

Revised 07.16

POSITION TITLE: Care Coordinator for Veterans Directed Program
PROGRAM AREA: Aging Services
SUPERVISOR: Aging Services Director

Purpose of Position:

This position is responsible for the care coordination of veterans in the Veterans Directed Home & Community Base Service program (VD-HCBS). The VD-HCBS program is designed to allow veterans who are potential candidates for nursing home placement to receive that level of care in their homes. The care coordinator reviews a budget with the veteran and assists the veteran in choosing their own care providers in place of receiving care services from the VA health care system.

Responsibilities:

- Conduct initial assessment - work with the veteran to identify personal needs, goals and barriers to meeting goals and risk assessment to identify whether a representative is needed; assist with selecting representative (if necessary)
- Education for veteran on roles and responsibilities of self-direction
 - Assists with hiring providers for veteran
 - Assist veteran in training providers (paperwork, time cards, payroll, etc.)
 - Provides all info. for program
- Develop care/service plan (updated every 6 months) - work with veteran to identify means to have needs met and remove barriers to goals related to the disability
- Assist with decision making skills
- Work closely with VA in establishing budgets
- Spending Plan or Budget – support as needed - determine how to allocate budget
- Monitor and track funds approved for services both individual and programmatic
- Liaison between VA and veteran
- Monthly Phone calls to veteran
- Quarterly home visits to veteran
- Document actions and provide follow-up activities as needed
- Input data on clients and customer in real time to various systems
- Produce and submit all required metric reports regarding the Veterans Directed program
- Produce documents that may be technical or confidential in nature and require use of advanced applications
- Miscellaneous other duties to support the Aging Services Program and the Appalachian Council of Governments

Skills:

- Knowledge of the principles and methods of self-direction and person centeredness;
- Knowledge of and use of community resources;
- Ability to exercise good judgment and decision making in evaluating situations;
- Ability to write case notes and related reports;
- Good computer skills and ability to enter data in to various web-based systems;
- Ability to communicate effectively both written and orally;
- Ability to establish and maintain effective working relationships with representatives of the VA, other social agencies, the public and veterans;
- Openness and flexibility in working with diverse groups and as circumstances warrant;
- Ability to work independently;
- Ability to remain calm and supportive in psychological emergencies and/or crises;
- Ability to receive and utilize constructive feedback regarding performance, presentation and relationships with others.
- Maintain a valid South Carolina driver's license, good driving record and access to a fully insured car;
- Maintain appearance appropriate to assigned duties and responsibilities as determined by the COG/AAA; and
- Travel in the upstate with occasional travel to other areas of the state for meetings, conference and/or trainings.

Minimum Qualifications:

Bachelor's Degree in Social Work, Public Health, Nursing, Psychology, Guidance and Counseling, Education, Sociology, Criminal Justice, Criminology and/or related field and minimum of three years of any combination of social work or case management experience, preferably in the areas of aging, disabilities, community health, nursing home or hospital discharge planning. Preference will be given to those with experience in working with veterans and experience with self-direction.

This company reserves the right to modify, interpret or apply this job description in any way the company desires. This job description in no way implies that these are the only duties to be performed by the employee. This job description is not an employment contract, implied or otherwise. This employment relationship remains "At-Will".

Care Coordinator for VDHCB : ACOG