

**Oak Park Township**  
**JOB DESCRIPTION**

CLASS. TITLE:	Senior Services Care Coordinator/Intake Specialist	
DEPARTMENT:	Senior Services	FLSA: Non-Exempt
DIVISION:	Town	DATE: rev. 09/20
REPORTS TO:	Senior Services Case Coordination Supervisor	

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**Job Summary**

The Care Coordinator Intake Specialist is responsible for initial intake for the Adult Protective Services (APS), Community Based Services and Geriatric Case management programs. Options Counseling will be offered at intake for those seeking a plan for community-based options to age well in the community given their specific needs. This Care Coordinator will be responsible for in home assessments of individuals living in the community and serves as the backup to complete hospital-based programming including screenings on Saturday, backup screenings as needed, and outreach at the local hospital locations. This is a full-time position which includes Saturdays.

**Essential Job Functions**

1. Complete initial intake for various Case Management programs and Options Counseling consultations.
2. Provide over the phone or in-person initial intake assessment of client needs according to corresponding program standards, completes written intake summary or options counseling paperwork and creates a case file; including complete paperwork and documentation in case notes.
3. Develop and maintain an understanding of local, state, and federal programming, benefits and services available to seniors and adults with disabilities age 18-59.
4. Demonstrate professional written and verbal communication and the ability to provide clients with information regarding services available, with necessary follow-up as needed.
5. Allow clients to voice grievances without discrimination or reprisal; provide information regarding reporting information to the appropriate program supervisor, if needed; maintain client confidentiality and respect client property.
7. Conduct outreach sessions at local hospitals and presentations in the community on programs and services provided.
8. Maintain complete, accurate and timely case records and time logs based upon applicable local, state and federal timeframes. Maintain monthly statistics on all programs in area of responsibility.
9. Refer cases needing crisis management to trained mental health case managers.
10. Provide Saturday Choices for Care screenings as referred by local hospitals.
11. Develop proficiency in navigating state databases such as Case Management System (CMS), Case Management Information Systems (CMIS), Participant Search Screen (PSS) and the electronic Community Care Program Information System (eCCPIS).
12. Maintain and apply current knowledge of applicable program regulations and standards as well as Township policies and procedures.
13. Attend meetings and various training seminars and conferences as required.
14. Performs other duties as assigned.

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**Material and Equipment**

- Miscellaneous office equipment; i.e. – computer, fax, phone, copier, etc.

**Minimum Qualification**

**Education and Experience:**

- Bachelor’s degree in social work or other human service field and at least one (1) year of experience in service provision to older persons such as assessment, provision or authorization of formal services for the elderly.

The qualifications listed above are guidelines. Other combinations of education and experience, which could provide the necessary knowledge, skills, and abilities to perform this job, may be considered.

**Required License(s) and Certification(s):**

- Illinois Department on Aging CCP Case Manager Certification
- AgeOptions provided training for Options Counseling program
- Valid Illinois Driver’s License and liability insurance

**Knowledge, Skills, and Abilities**

**Knowledge of:**

- Title III, Medicaid, Medicare, the Community Care Program, Social Security (SSI/SSDI), Adult Protective Services and other community services.
- Social, psychological and physiological aspects of aging.
- Conducting comprehensive assessment, service plan development and follow up.
- Protective services identification and resources.
- Computer systems including hardware and basic software programs.

**Skill In:**

- Objectivity.
- Verbal and written communications.
- Public speaking and interpersonal relations.
- Data input and report generation.
- Handling potentially dangerous situations.

**Ability to:**

- Maintain professional composure and take action when confronted with difficult situations.
- Adapt and improvise in a variety of situations.

**Physical Abilities:**

- Sit, keyboard, read, write, hear and speak for extended periods.
- Lift up to 10 pounds.

The above statements are intended to describe the general nature and level of work being performed by employees assigned this classification. They are not to be construed as an exhaustive list of all job duties or roles performed by personnel so classified. It is as well intended to be compliant with the Americans with Disabilities Act.