



ALTCEW JOB POSTING | 2/2/23

Position Title: Options Counselor/ Housing Support
Department: Community Living Connections

Position Overview

The person in this position will directly support program activities related to Community Living Connections, providing person centered needs assessments, counseling, referrals, and follow up based on consumer preferences and situational context for long term care supports. This person will also offer short term housing services to clients calling into CLC, offering assistance and referrals to older and/or disabled adults.

This is a unique opportunity to be involved in a progressive and positive work environment where employee engagement is fostered throughout the employee experience. The individual chosen has a great opportunity to learn and grow professionally, in our rapidly growing agency.

Our Mission: As an Area Agency on Aging we promote well-being, independence, dignity, and choice for older adults and all individuals needing long-term care in our five-county area.

Benefits and Well-Being: This position is full time at 37.5 hours per week. We provide a hybrid (remote and in-office) work environment. We offer a wide variety of benefits including medical, dental, vision, long-term disability and life insurance. Generous paid vacation and sick leave, 12 paid holidays, 3 self-care days, Washington Department of Retirement Systems pension/retirement plan, Flexible Spending Accounts and an Employee Assistance Program.

Our Culture: Our agency possesses a positive, welcoming environment. We provide a variety of wellness services, foster employee engagement through peer recognition and regular staff social activities, and pursue diversity initiatives. Our employee assistance programs foster health and well-being. Employees are regularly offered opportunities to socialize together, and volunteer in the community.

Essential Functions

1. Performs person-centered comprehensive needs assessments, including mental, physical, functional, cultural, financial, environmental, and life goals to determine appropriate referrals on availability and use of community resources they may qualify for.

2. Develops preliminary action plan, long term support counseling, conducts information gathering and provides short-term follow-up based on consumer preferences to help ensure client goals are met.
3. Provides the necessary support to individuals to identify caregiver support needs so that access to Medicaid benefits moves quickly through the application process.
4. Helps ensure program standards are met by achieving client service program goals.
5. Provides home or community visits with clients in Spokane County.
6. Ensures all client records are accurately maintained in GetCare, by following the documentation policies and network standards.
7. Provides information, referrals and assistance through telephone, walk-in or email intake, as needed.
8. Maintains a thorough knowledge of long term services and supports in the community by attending state-provided and other pertinent training.
9. Assists with and provides periodic, public education sessions, on senior services, as assigned.
10. Participates in evaluative and quality assurance activities as assigned.
11. Engages in interagency collaboration and education regarding long term support counseling services in order to facilitate shared information and consistency of services.
12. Participates in continuing education and peer counseling workshops and activities.
13. Other duties as assigned.

Housing Support:

1. Remain current with accurate emergency shelter and housing information within the Spokane community
2. Has a clear understanding and can communicate Fair Housing law information
3. Maintain a current connection to community housing resources and information
4. Conduct housing outreach to increase referral opportunities and engage in housing advocacy ensuring equity, inclusion and diversity
5. Be knowledgeable of and refer to longer term housing supports within the community
6. Maintain housing data within systems both internal and external as needed

Physical Demands

Ability to drive to home or community visits as needed using personal vehicle. Driving demands average 100-200 miles per month depending on client needs. Ability to work on computers and the telephone throughout the day. Typing amounts to at least 3 hours per day. Have speech, visual, and hearing skills sufficient to interact with staff and the public. Must have finger dexterity to perform keyboarding. Long periods of writing. Occasional bending, stretching and lifting to set up and maintain computer hardware.

Skills, Knowledge, and Abilities

- Demonstrated competence as well as compassion to perform person-centered long-term support counseling with older adults and adults with disabilities.
- Proficient with MS Suite.
- Ability to exercise good judgment in evaluating circumstances and suggesting supports.
- Ability to write case notes and related reports.
- Ability to perform data entry with speed and accuracy and to quickly learn software platforms that change to support delivery systems.
- Ability to communicate effectively, verbally and in written form.
- Ability to summarize data, prepare reports and make recommendations based on findings which contribute to solving problems and achieving work objectives.
- Ability to establish and maintain effective working relationships with representatives of other social agencies, institution officials, the public and clients.
- Ability to be approachable and flexible in working with diverse groups.
- Ability and enthusiasm for working collaboratively on a team.
- Knowledge of physical, cognitive, social and psychological aspects of aging and disabilities.

Minimum Qualifications

Bachelor's degree in behavioral or health sciences and one year of social services housing experience. Case Management experience and experience working with elderly and/or disabled are preferred. This position also requires a criminal background check that qualifies the individual to work with vulnerable adults (WAC 388-133). Must have and maintain a valid driver's license.

Beginning Salary: \$51,577 Pay range: 51,577-72,877

Application Deadline: February 28.

Apply at: www.altcew.org/employment-opportunities. Call 458-2509 for assistance in applying.

Diverse applicants encouraged to apply.