

# Valley Area Agency on Aging



## Social Services Paraprofessional

### Job Description

**Reports To:** Senior Supports Coordinator  
**Salary Grade:** TBD  
**Department:** Community Access Services  
**Prepared By:** Director of Human Resources  
**Approved By:** Community Services Director

**FLSA Status:** Hourly  
**Supervisory Responsibility:** No  
**Location:** Flint, MI  
**Prepared Date:** November 20, 2017  
**Approved Date:** February 23, 2018

#### Success Goal

To be a key element in Valley Area on Aging's (VAAA) client services and ensure adherence to VAAA's processes and policies.

#### Primary Function

The Social Services Paraprofessional is responsible to provide peer mentoring support for clients with chronic health conditions and self-care to manage their health. Works closely with the Supports Coordinators to assist in client management.

#### Performance Responsibilities – Essential Functions (Other duties may be assigned)

1. Assists with client monitoring.
2. Assists in arranging and securing services.
3. Works with client physicians as requested to obtain prescriptions and skilled care authorizations.
4. Makes contact with hospital discharge planners to coordinate participant discharge plans & services.
5. Works closely with Supports Coordinators to facilitate client management support.
6. Makes referrals to community resources.
7. Assists in obtaining necessary documentation for program requirements.
8. Participates in care conferences.
9. Help patients develop health management plans and goals.
10. Follow-up with health management/care plans with both patients and providers.
11. Coach patients in effective management of their chronic health conditions and self-care.
12. Assist patient in understanding care plans and instructions.
13. Help clients in utilizing resources, including scheduling appointments, and assisting with completion of applications for programs for which they may be eligible.
14. Assist clients in accessing health related services, including overcoming barriers to obtaining needed medical care and social services.

15. Motivate patients to be active, engaged participants in their health.
16. Effectively work with people (staff, clients, doctors, agencies, etc) from diverse backgrounds to reduce cultural and socio-economic barriers between clients and institutions.
17. Coach patients and caregivers on how to access available community resources and interact with healthcare providers as part of their healthcare team.
18. Document activities, service plans, and results in an effective manner while strictly adhering to the policies and procedures that are in place.
19. Ability to drive and travel to residential appointments and activities.
20. Conduct home visits with participants in accordance with specific program models.
21. Actively participates in team meetings by providing input in brainstorms, sharing case studies, reviewing trends, and utilizing data feedback to improve processes and outcomes.
22. Develop and maintain open lines of communication with community and program partners.
23. Work on-site at hospitals, adhering to VAAA and program policies and procedures.
24. Provide services in accordance with project targets and projected outcomes.
25. Assist with transitioning clients in accordance with specific programs.
26. Implementation of Wellness programs as requested.
27. Promotes and builds good working relationships with staff of VAAA. Embraces mission. Works with team; assists whenever and wherever needed/required.
28. Other duties as assigned.

## **Qualifications**

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Associates degree in Social Work or Human Services and/or a high school diploma or equivalent with a certification in a health related field.

## **Preferred Qualifications**

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- Community Health Worker Certification, Social Work Technician Certification, Pharmacy Technician Certification, Certified Medical Assistant or Certified Nursing Assistant.
- Minimum of one (1) year agency or field work experience in a community based setting.

### Competencies

To perform the job successfully, an individual should demonstrate and/or possess the following competencies:

Stellar leadership skills and business acumen	Results- driven
Personal effectiveness, credibility, and ethical conduct	Problem solver
Strong performance management skills	Strategic thinker
Excellent attention to detail and decision making skills	Interpersonal skills, compassionate
Ability to speak and write clearly and concisely	Strong organizational skills
Ability to work as a team and manage a team	Excellent project management skills
Ability to analyze, research, and interpret data	Ability to multitask
Ability to work with a diverse group of people	Flexibility
Knowledge of Medicare and Medicaid	High energy

### Language Skills

Ability to read and comprehend complex instructions, correspondence, and memos, including state reports, and legal documents. Ability to appropriately respond to common inquiries or complaints from customers, regulatory agencies, vendors, and/or members of the business community. Ability to effectively present information in one-on-one and small group situations to leadership, Board of Directors, community members, visitors, and other employees of the organization.

### Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

### Reasoning Ability

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to define problems, collect data, establish facts, and draw valid conclusions.

### Computer Skills

To perform this job successfully, an individual should have proficient knowledge of Microsoft Office Suite products, emails, group messaging, and data collection.

### Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, walk, stand, talk, hear, and/or use repetitive motions. The employee is occasionally required to stoop, climb, balance, pull, push, and reach. Specific vision abilities required by this job include close vision, distance vision, and depth perception. The employee must occasionally lift and/or move up to 30 pounds.

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## Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate to loud.

## VAAA Equal Opportunity Employer Statement

Valley Area Agency on Aging (VAAA) is an equal opportunity employer. VAAA prohibits discrimination and harassment of any type and affords equal opportunity to employees and applicants without regard to race, color, religion, sex, national origin, age, pregnancy, disability, genetic information, or any other protected class.

## Disclaimer - Other Duties

Please note this job description is not designated to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time, with or without notice.

## Signatures

**Community Services Director:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Employee Printed Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

(Employee signature above constitutes employee's understanding of requirements, essential functions, and duties of this position).