



CASCADE COUNTY

Job Vacancy Announcement

Submit all application materials to:
Cascade County Human Resources Department
325 2nd Ave N #108
Great Falls, MT 59401

Applications available at the Cascade County Human Resources Dept., www.cascadecountymt.gov or Job Service.

Position: **Resource and Assessment Specialist**
Schedule: **Full-time with Benefits**
Department: **Aging Services**

Salary: **\$16.50 per hour**
Closing Date: **Open Until Filled**
Dept. Administrator: **Kim Thiel-Schaaf**

Education/Experience/Training:

- High School Diploma, HSE or GED required, Associates Degree in Business Management, Human Services, Communications or related field preferred.
- **Or** any equivalent combination of education and experience relevant to the position to equal to four (4) years of experience performing customer service, office management, insurance or Medicare involvement.
- Ability to use Sign Language is beneficial but not required.

Certifications:

- Valid Driver's License issued by the State of Montana.
- Successful completion of SHIP and I/A Certification within six (6) months of hire and maintenance of such Certification throughout term of employment.

JOB SUMMARY: The Resource and Assessment Specialist (Specialist) at the Cascade County Aging Services Department (Aging Services) is responsible for providing a variety of services to individuals age 60 and older and individuals with disabilities, including but not limited to, general needs assessments, eligibility determinations and intakes for services provided by Aging Services, education about and assistance to apply for Medicare, Medicaid and other public assistance benefits, assistance to access local community-based services, problem-solving regarding services or benefits and planning for future aging needs. The Specialist is also responsible for providing information and assistance to families of caregivers of older individuals and individuals with disabilities to assist them learn about and access needed support services and participates in community outreach, counseling and training services to educate and assist in providing access to available information and resources within the community to make informed decisions about aging issues and services and health insurance. The Specialist will assess options, alternatives and solutions that are directed toward meeting the needs and optimizing access to care and benefits and protecting health care rights of older and/or disabled individuals and/or their families, attend all webinars, seminars, meetings and engagements with funding source programs, complete all required reports, forms and documentation within the required timeframes, read and interpret complex benefit forms, directions and brochures and effectively translate information into understandable terms for clients and perform other related duties as required or assigned.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES: Provide information on pertinent support and services to older adults, individuals with disabilities, caregivers and the general public, identify client needs through the interview process and the use of risk assessment tools and make home visits, perform eligibility determinations and intakes for services provided by Aging Services, make arrangements with contracted providers for service delivery and monitor client use of and satisfaction with services provided, work with and assist individuals to understand and access Medicare plans, Medicaid and/or other public benefits, assist with the completion and submission of applications as needed and follow-up to ensure that benefits are received, assess options and alternatives and solutions that are directed toward meeting the health insurance needs and protecting health care rights of Montana Medicare beneficiaries who are older or disabled and/or their families, assist Aging Services clients to access local community-based services, contact other service providers and/or federal/state agency representatives as needed on Aging Services client's behalf, conduct Medicare and other topical workshops and assist in Aging Services' general outreach and education efforts, provide counseling and/or other planning assistance related to the aging process and future care and support needs, build community partnerships and cooperative efforts for Aging Services projects, complete internal Aging Services documentation and data entry, including but not limited to, client intake forms, case notes, releases of information and risk assessments, take complex, often conflicting information from multiple sources, make determinations about relevance and validity, assess options and alternatives and solutions that are directed toward meeting the health insurance needs and protecting health care rights of Montana Medicare beneficiaries who are older or disabled and/or their families, problem solves with Aging Services' clients to address and resolve issues with current services or benefits, provide public relations and outreach across multiple platforms, interact and communicate with other County employees, clients, customers, families, State and Federal agencies, providers and support professionals in the community in a professional, effective and respectful manner, adhere to and comply with strict standards of confidentiality, attend webinars, seminars, meetings and engagements with funding source programs, read and interpret a multitude

of complex insurance forms, directions and brochures and be able to relay such information to Aging Services' clients in user friendly terms, perform other related duties as required or assigned.

Knowledge and understanding of: Common concerns/needs of older adults, people with disabilities and caregivers, County, State and Federal rules and regulations regarding the programs and public benefits typically available to seniors, individuals with disabilities, veterans and caregivers, in particular Medicare, Medicaid, the Older American Act Title III, Long-term care facilities and related services, community service partners, Veterans Affairs and Social Security, including eligibility, application and billing processes, requirements and standards to obtain State Health Insurance Program (SHIP) and Information and Assessment (IA) Certifications and maintain such Certifications throughout employment, effective interviewing and assessment techniques, Microsoft Office Word, Excel, Outlook, databases, virtual meeting platforms, social media and the Internet, Privacy and Confidentiality laws and rules, such as HIPPA, Cascade County Operations Manual, safety rules, policies, procedures and practices.

Ability to: Attend training and pass annual SHIP and IA certification examinations throughout employment, establish and maintain effective working relationships with management, employees, State agencies, other County departments and the general public, work with contracted agencies to ensure high quality service delivery and monitor service usage, problem solve, apply critical thinking and interact and communicate with individuals of varying and diverse backgrounds in a professional, respectful and effective manner, accurately and professionally document work, including case notes and reports, and perform required data entry into multiple systems in a timely manner, proficiently operate a computer and a variety of office equipment to complete required job duties, travel out of town for day trips with some occasional overnight trips, most travel will be within Cascade County, occasional out-of-state travel for conferences and trainings, perform a wide variety of tasks with accuracy and speed under the pressure of time sensitive deadlines, accept responsibility and be self-motivated, interpret complex forms and explain forms to clients in a user friendly manner, quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology, exercise sound judgment and decision-making skills within established policies and procedures, identify problems that adversely affect the organization and its functions and offer positive suggestions for improvements, respond promptly to requests for service and assistance from the public and various office personnel, meet established timelines and/or deadlines, work in a fast-paced environment that is subject to changes and frequent interruptions, read and comprehend materials and analyze and compile information, communicate information effectively, clearly and concisely with others both orally and in writing, adhere to and comply with strict standards of confidentiality, follow verbal and written instructions, observe work hours and demonstrate punctuality, interact with the public or other employees in a professional, respectful and courteous manner, interact with challenging individuals and display sound judgment under stressful situations, observe established lines of authority, accept responsibility and be self-motivated, perform other related duties as required or assigned.

The successful applicant shall serve a 6-month probationary period and will have a criminal background check conducted. The results thereof may disqualify the applicant from consideration for employment with the County.

Notice to Applicants: Applicants who are claiming Veteran's or Handicap Preference **must** provide a DD-214 Discharge Document (**Part 4**) or DPHHS Handicap Certification **and** Employment Preference Form with their application for employment so Cascade County may apply the preference during the selection process.

Cascade County makes reasonable accommodations for any known disability that may interfere with the applicant's ability to compete in the recruitment and selection process or an employee's ability to perform the essential duties of the job. For Cascade County to consider such arrangements, the applicants must make known any needed accommodations.

CASCADE COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER