

Permian Basin Regional Planning Commission
Job Description
AAA – Benefits Counselor II
(State Classification – Human Services Specialist VII)
Exempt (FLSA)

SUMMARY OF POSITION:

Performs highly advanced advocacy and social services work directly to AAA eligible clients. Work involves serving as a liaison between clients and/or their designees in obtaining and accessing public and private benefits and, when necessary, consulting with or referring to licensed professionals. Position provides operational support to the AAA in planning, developing, managing, monitoring, and evaluating various legal services and/or public and private benefits. Work involves developing and implementing area plans, collecting, and analyzing data, preparing reports, and ensuring timely submission of departmental reports related to Benefits Counseling in compliance with state and federal rules, regulations, policies, and procedures.

ORGANIZATIONAL RELATIONSHIPS:

1. **Reports to:** Director of Area Agency on Aging
2. **Directs:** Non-Supervisory
3. **Other:** Interaction/contact staff specialists housed within the Area Agency on Aging; Area Agency on Aging Advisory Council; local state and federal agencies; elected officials; regulatory and endorsement agencies; service providers; senior organizations; and the public.

EXAMPLES OF WORK / ESSENTIAL DUTIES:

Organizes and maintains accurate documentation of all client data/contacts in accordance with applicable rules, regulations, policies, and procedures in a manner that supports state and federal requirements.

Provides advice/counseling to clients regarding a course of conduct, or how to proceed in a matter via telephone, in person, or electronically as necessary. May include Social Security, Medicare, Medicaid, and legal issues.

Assists clients in documentation preparation relating to public entitlements, health care/long term care, individual rights, planning/protection options, and housing and consumer needs.

Provides representation to clients in the form of advocacy on behalf of client in protesting or complaining about a procedure, or seeking special consideration by appealing an administrative decision, or coordination representation with an attorney in either state or federal court systems.

Coordinates with other AAA staff to advocate for targeted elderly populations.

Develops and conducts outreach activities throughout the region that are accurate, timely and relevant regarding eligibility criteria, requirements and procedures about public entitlements, health/long-term care services, individual rights, planning/protection options, and housing and consumer needs.

Prepares quarterly newsletter addressing current/relevant programs, issues, and Legal Awareness activities.

Designs, initiates, and develops special projects in relation to Benefits Counseling, as available and/or required through state and/or federal resources.

Assists in the preparation of program relevant grant plans including needs assessment and priority setting, service allocations, goals, and objectives for administration and service delivery, and compliance with appropriate state and federal rules and regulations.

Maintains current data concerning eligibility requirements for public benefits programs specific to the program grants.

Conduct & document education and outreach activities to disseminate accurate, timely and relevant information regarding eligibility criteria, requirements, and procedures to older individuals about public entitlements, health/long-term care services, individual rights, planning/protection options and housing and consumer needs.

Maintains strict client confidentiality of client information, whether such data is electronic or otherwise.

OTHER IMPORTANT DUTIES:

Attends in required training, meetings and conferences related to program goals. Content may be related to new projects, initiatives, performance measures or additional quality improvement activities.

Performs such other related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

KNOWLEDGE OF: Local, state, and federal laws, rules, regulations, and requirements relevant to program area including long-term care, Medicare, Medicaid, public and private resources; understanding of the aging process and its impact on the older population, as well as a willingness to assist in the prevention and solution of problems and awareness of aging services.

SKILL/ABILITY TO: Interpret and communicate to others rules, regulations and guidelines prepared by state and federal agencies relating to aging programs and benefits counseling; establish and maintain effective working relationships with clients, citizen groups, volunteers and the general public; interview clients skillfully, provide care/client planning skills, evaluate client needs, work independently and in a team setting, and demonstrate proficiency in both oral and written communication. Work as a leader in the community to educate individuals/groups regarding public/private benefits and resources.

ACCEPTABLE EXPERIENCE AND TRAINING:

Bachelor's degree in public administration, gerontology, psychology, sociology, social work, or a related field, plus one year of relevant experience; or Associate degree, plus at least two years of experience; or any equivalent combination of experience and training that provides required knowledge, skills, and abilities.

CERTIFICATES AND LICENSES REQUIRED:

Certification as a Benefits Counselor with progression to Benefits Counselor II and recertification as required.

Appropriate Texas driver's license or available alternate means of transportation.