



Geriatric Support Service Coordinator (GSSC)

FLSA NON-EXEMPT

POSITION SUMMARY

The Geriatric Support Service Coordinator serves as Bi-Lingual/Bicultural Caremanager. He/She engages in activities designed toward eliminating barriers and improving the conditions and well-being of Hispanic clients. The GSSC as a member of the interdisciplinary elder care team is an integral component of the community care and long-term care management system for clients. The GSSC is directly involved in the processes of assessment, service planning and coordination, advocacy, problem solving, and gatekeeping.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Be knowledgeable of and comply with all state, federal and agency regulations, policies and procedures pertaining to elder services and WestMass ElderCare's mission.
2. Develop and maintain cooperative relationships with institutional and community service organizations in order to effectively utilize all available resources for elders.
3. As a member of the Primary Care Team (PCT), (physician, RN, or physician assistant) participates in the initial and ongoing assessments of the health and functional status of enrollees, including determining appropriateness for institutional long term care services and developing community-based care plans and related service packages necessary to improve or maintain an enrollee's health and functional status.
4. Arranges and, with the agreement and authorization of the PCT and in accordance with requirements set forth by SCO, coordinates the provision of appropriate community long term care and social services and instrumental activities of daily living, housing, home-delivered meals and transportation etc.
5. Authorizes a range of community-based services based on specific conditions or circumstances established by the SCO and the PCT.
6. Ensures that referrals for service are made to Commonwealth Care Alliance's (CCA) contracted provider network.
7. Provides CCA with regular feedback regarding vendor performance.
8. Tracks enrollees transfers from one setting to another and adjusts the service plan as deemed appropriate by the PCT and in accordance with requirements



set forth by the SCO.

9. Participates in the CCA's task force and committee functions as requested and as time permits.
10. Ensures that appropriate and timely entries and updates of enrollee information provided by the GSSC are available in the Centralized Enrollee Record.
11. Acts as an advocate for Hispanic clients in matters related to obtaining or expanding needed services and making the social system more responsive to the needs of the Hispanic clients.
12. Monitors quality of services being provided and intervenes when appropriate to insure that the system is responding to the elders' needs.
13. Provides support, understanding and information to elders and their families. Makes appropriate referrals for Protective Services.
14. Participates actively in outreach programs to identify elders who could appropriately be served by WestMass ElderCare and providing information and training regarding elder services for the community.
15. Attends interdisciplinary team meetings, in-services, and relevant outside training programs as designated.
16. Identifies gaps in services to elders and advocates for needed programs and services in conjunction with Councils on Aging, health care providers, and private and public agencies serving the needs of the elderly.
17. Provides translation as requested by Supervisor or member of the Management Team.

OTHER DUTIES

Performs other related duties within the scope of the responsibilities of this position as requested by the Supervisor.

REQUIRED KNOWLEDGE SKILLS AND ABILITIES

- Possesses the ability and willingness to support the mission statement, goals and policies of WestMass ElderCare; and has the ability to interpret, understand and adhere to the regulations, standards, and procedures as set forth by the Agency and the Executive Office of Elder Affairs.
- Possesses a Bachelor's Degree in a relevant social service field from an accredited college and two years' professional experience in the care of persons over the age of 65, with at least one year involving work in a setting where persons over 65 receive health-care services.
- License in Social Work preferred.



- Possesses the knowledge and skills necessary to work successfully in the multidisciplinary team.
- Of Hispanic cultural and linguistic background, with the ability to communicate effectively in English and Spanish (orally and written).
- Culturally responsible and sensitive to family and community interactions affecting Hispanic clients.
- Possesses knowledge of the aging process, community resources and social health intervention techniques desirable.
- Possesses knowledge of or the ability to learn federal and state laws and regulations in regards to elder services.
- Possesses knowledge of social and health intervention techniques.
- Possesses interviewing and assessment skills.
- Possesses the ability to communicate with clients, family members, service providers, and co-workers.
- Has the ability to initiate and sustain appropriate interpersonal relationships.
- Possesses the ability to express ideas concisely and clearly, both orally and in writing.
- Possesses demonstrated organizational and time management skills.
- Has the ability to manage multiple projects and assignments and prioritizes work to stay in compliance with regulations, policies, procedures, time lines and scheduled visits.
- Must provide personal and reliable transportation.
- Ability to conduct in-person assessments with consumers
- Ability to conduct telephonic and/or video assessments with consumers using devices provided by WMEC

CERTIFICATIONS, LICENSES, REGISTRATIONS

- Valid driver's license.
- Satisfactory driving record.
- Satisfactory CORI check.
- License in social work preferred.



PHYSICAL AND MENTAL REQUIREMENTS

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.

- Must be in good general health and demonstrate emotional stability.
- Must maintain regular and consistent attendance.
- Ability to ambulate independently.
- Ability to effectively cope with a variety of personalities and other stress provoking factors associated with a broad base of people and time constraints.
- Ability to successfully communicate with others in person and by the phone.
- Ability to see and understand written words and to communicate with written word.
- Ability to see written words on a computer screen.
- Ability to make appropriate decisions.
- Ability to operate a motor vehicle in all types of weather conditions.
- Ability to climb multiples flights of stairs.
- Ability to operate a keyboard 50% or more of work time and to maintain concentration needed for accurate data entry.
- Ability to work with multiple priorities and deadlines.
- Must be able to handle confidential data and information discreetly.
- Ability to work alone and/or with others.
- Ability to be effective in a changing environment

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.

- Ability to safely operate a motor vehicle in all weather conditions.
- Works in an office area and in homes of clients.
- Clients in rural, suburban, urban and inner-city areas.
- Ability to concentrate and accurately complete work in an office environment in which the noise level is often moderate to loud and distracting, and there are frequent interruptions.
- This is a full time (35 hours) a week position, with regular hours established. Variance from the regular hours may be necessary to meet the responsibilities of



the position.

- Ability to work between the hours of 8:00 am and 5:00 pm, Monday through Friday.

ACCOUNTABLE TO

The Geriatric Support Service Coordinator is accountable to the Program Director.

DISCLAIMER

The above statements are intended to describe the general nature and level of work required of this position. This is not meant to be an exhaustive list of all responsibilities, duties, skills and abilities required.

GSSC

Date

SCO Supervisor

Date
