

## **GERIATRIC SUPPORT SERVICE COORDINATOR**

HESSCO has a full-time (37.5 hours per week) position available for a Geriatric Support Service Coordinator (GSSC). Senior Care Options (SCO) is a comprehensive health plan. SCO plans offer the opportunity to receive quality health care by combining health services with social support services. The role of the GSSC is to conduct in-home assessments and provide home-based services coordination provided by a SCO plan contracted by the Aging Service Access Point (ASAP) known as HESSCO.

### **Essential Functions:**

1. Conduct in person needs assessments and personal interviews; identify issues/problems, which inhibit secure independent living.
2. Initiate, authorize and monitor service plans to effectively assist consumers to maintain independent living.
3. Coordinate and communicate service plan and changes to appropriate community services.
4. Track member enrollments, disenrollment's and transfers to adjust service plan as deemed appropriate by the Senior Care Options (SCO) clinical team.
5. Develop and implement care plans based on consumer needs.
6. Participate in interdisciplinary meetings with clinical staff to determine appropriate level of care.
7. Ensure consumers have access to public benefits and other community services.
8. Conduct periodic reassessments to determine appropriateness of the service plan.
9. Responsible for the management of member information in database system and/or Centralized Enrollee Record (CER).
10. Comply with documentation standards to uphold compliance regulations set forth by Senior Care Options (SCO) plans.
11. Assist in phone coverage to support consumer inquires.
12. Work collaboratively with agency staff, informal and formal supports, vendors and other community agencies.
13. Attend and contribute to agency meetings and statewide trainings.
14. Perform other duties as assigned by supervisor.

### **Qualifications:**

1. Bachelor's degree in human services, social work or related field.
2. Valid driver's license, with access to reliable transportation for travel required.
3. Strong communicator, both verbal and written.
4. Proficiency in Microsoft Office, Excel, Word; adept to learning new software programs.
5. Self-starter, able to prioritize, meet deadlines and manage time effectively.
6. Candidate will possess strong work ethic with a high level of integrity and good interpersonal skills.
7. Access to secure internet connection required for remote work.