

JOB DESCRIPTION

GERIATRIC SERVICES SUPPORT COORDINATOR

HESSCO has a full-time position available for a Geriatric Services Support 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 GSSC conducts 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.

HESSCO is an Affirmative Action/Equal Opportunity Employer and encourages all qualified candidates from diverse backgrounds to apply.

Responsibilities:

- Conduct in person needs assessments and personal interviews; identify issues/problems, which inhibit secure independent living.
- Initiate, authorize and monitor service plans to effectively assist consumers to maintain independent living.
- Coordinate and communicate service plan and changes to appropriate community services.
- Track member enrollments, disenrollment and transfers to adjust service plan as deemed appropriate by the Senior Care Options (SCO) clinical team.
- Develop and implement care plans based on consumer needs.
- Participate in interdisciplinary meetings with clinical staff to determine appropriate level of care.
- Ensure consumers have access to public benefits and other community services.
- Conduct periodic reassessments to determine appropriateness of the service plan.
- Responsible for the management of member information in database system and/or Centralized Enrollee Record (CER).
- Comply with documentation standards to uphold compliance regulations set forth by Senior Care Options (SCO) plans.
- Assist in phone coverage to support consumer inquiries.

- Work collaboratively with agency staff, informal and formal supports, vendors and other community agencies.
- Attend and contribute to agency meetings and statewide trainings.
- Perform other duties as assigned by supervisor.

Qualifications:

- Bachelor's degree in human services, social work or related field preferred but not required.
- Valid driver's license, with access to reliable transportation for travel required.
- Strong communicator, both verbal and written.
- Proficiency in Microsoft Office, Excel, Word; adept to learning new software programs.
- Self-starter, able to prioritize, meet deadlines and manage time effectively.
- Candidate will possess strong work ethic with a high level of integrity and good interpersonal skills.
- Access to secure internet connection required for remote work.