



## JOB POSTING

**Lifespan of Greater Rochester, Inc.**

**JOB TITLE:** NY Connects Options Counseling Advisor – Ontario County  
**DEPARTMENT:** NY Connects  
**PROGRAM:** NY Connects/Ontario County  
**SUPERVISOR:** Director – NY Connects at Lifespan  
**STATUS:** Non-exempt

### SUMMARY

NY Connects Options Counseling Advisor accepts referrals from the Ontario County Office for Aging/NY Connects (OCOFA) to provide information, referrals, benefits counseling and options counseling to help link older adults, persons with disabilities and caregivers to services and opportunities that are available within the community. Advisors offer both telephonic and in-person outreach support. Advisors offer person-centered care options, solutions and guidance navigating challenging systems.

### DUTIES AND RESPONSIBILITIES

- 1.0 Person-Centered Information, Referral and NWD Screening: on a one-to-one basis regarding:
  - 1.1 Benefits, entitlements and other areas of concern such as access to in-home supports, social supports, housing, etc.
  - 1.2 Provide application assistance for benefits or entitlements such as Medicaid, HEAP, EPIC, SNAP, MSP, weatherization grants, etc.; may use mybenefits.ny.gov for eligibility and guidance.
  - 1.3 Conduct NWD Screening with clients to determine possible eligibility for specialized services and supports.
  - 1.4 May involve worker intervention, negotiation and advocacy with providers on the client's behalf to ensure the delivery of needed services and benefits.
  - 1.5 Follow-up, to the extent possible to ensure consumer received the service(s) chosen.
- 2.0 Options Counseling:
  - 2.1 Counseling provided to individuals who require and/or request support and assistance with decision making regarding their current or future long-term services and supports (LTSS) needs, without regard to income or payor source.
  - 2.2 Decision support process helping individuals and/or their families explore various options (both public and private), including exploration of self-directed options and caregiver supports, if available and appropriate.
- 3.0 Participates as a member of the inter-agency team.
  - 3.1 Attend weekly caseworker meetings at OCOFA.
  - 3.2 Participates in all NY Connects staff meetings and training.
  - 3.3 Participates in all Lifespan staff meetings and trainings.
  - 3.4 Accepts and seeks guidance and clinical supervision.
- 4.0 Maintains up-to-date professional knowledge of the geriatric and disability services, community services, entitlement benefits, clinical skills and competencies through reading, workshops and conferences.
- 5.0 Other duties as assigned by supervisor.

### QUALIFICATIONS

**EDUCATION:** Bachelor of Social Work degree preferred or equivalent degree with relevant experience may be considered.  
**EXPERIENCE:** Two years in social work, with at least one year experience in geriatrics and/or disability service field(s).

### PHYSICAL AND MENTAL REQUIREMENTS

- Must be able to meet with clients in their homes.
- A portion of the work is performed at a desk or at a personal computer station.
- Verbal, written and telephone communication skills are required.
- Strong written and computer skills needed.
- Ability to maintain composure under strict deadlines and difficult situations.
- Ability to work in multi-cultural situations.

Apply on-line at: [www.lifespan-roch.org](http://www.lifespan-roch.org) (deadline to apply 1/13/18)

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