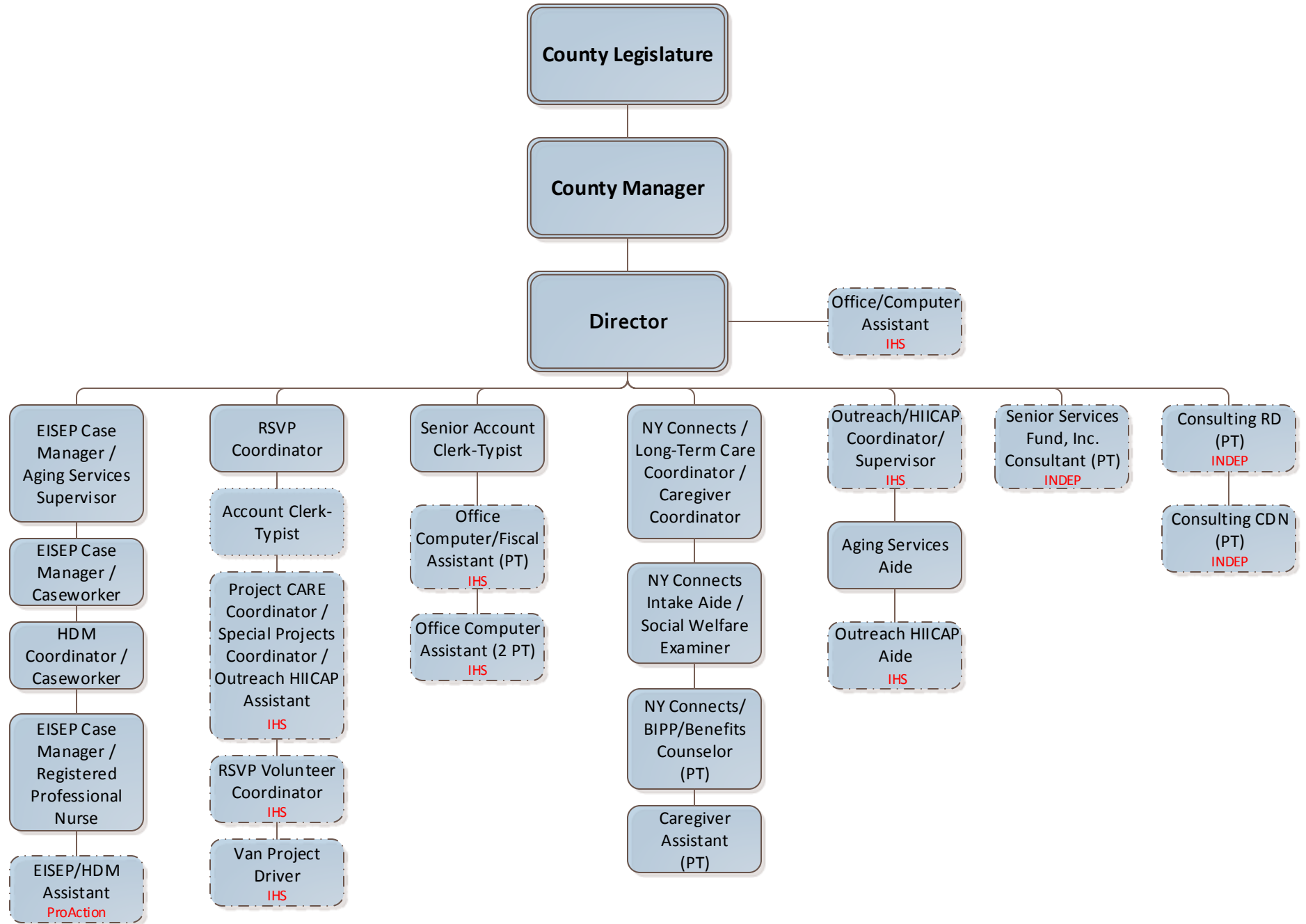


Office for the Aging/RSVP



Office for the Aging/RSVP – Program Descriptions

Outreach/ HIICAP - Health Insurance Information, Counseling, and Assistance Program. Benefits counseling, including unbiased information and assistance with health insurance options, Medicare, Food Stamps, Medicaid and much more.

Caregiver Resource Center - support for family caregivers (of the elderly and Grandparents Raising Grandchildren), including dementia support, learning seminars, individual caregiver counseling, facilitation of family meetings. Confidential assistance with At-Risk Older Driver issues is also available.

EISEP Services – Expanded In-Home Services for the Elderly Program- personal care and housekeeping with case management, non-medical care needs, etc.

Respite- temporary relief for the caregiver through in-home care or in adult day care settings.

Home Delivered Meals (HDM) - meals delivered to the home bound, including nutrition counseling, as needed. Certified Dietary Nutritionist (CDN) and Registered Dietitian (RD).

Project CARE - provides friendly visits, phone calls, respite, local transportation, shopping assistance, and help with minor chores in Greater Bath area.

NYCONNECTS - comprehensive, unbiased information and referral service for all long term care services serving people of all ages and all incomes including provision of options counseling. Spearheads local LTC service improvement.

Retired Senior Volunteer Program (RSVP) - sponsored by OFA, recruits, coordinates, and celebrates volunteers for many agencies and organizations throughout the county.

Steuben Senior Services Fund - a public, not-for-profit charitable fund established in the year 2000 to supplement future public funding for aging services for the elderly in Steuben County.

Office for the Aging/RSVP – Key Duties of Staff

Director

- Plans, organizes, implements and oversees all of the staff, programs and services of the local OFA to meet the needs of older people;
- Develops, monitors, and assists in the planning and execution of contracts with agencies to bring various direct services to senior citizens in the areas of health, nutrition, transportation, legal, etc.;
- Evaluates, plans for, and collaborates with agencies and organizations for the changing needs of older persons serving or having the potential to serve older persons.

EISEP Case Manager / Aging Services Supervisor

- Coordinates provision of services under the Expanded In-Home Services to the Elderly Program and Home Delivered Meals Program for Steuben County, including program planning, implementation, and budgeting;
- Performs or supervises staff in case management activities for elderly persons as prescribed under the EISEP and Home Delivered Meals programs utilizing the Compass Assessment form, Financial Assessment form;
- Performs supervisory assessment visits for EISEP & HDM clients;
- Coordinates cost sharing by clients served by the EISEP program;
- Supervises staff of EISEP and HDM Programs, including staff development;
- Ensures compliance with State and local requirements for said programs;
- Assists the director in planning, developing and coordinating programs, services, and events for OFA.

EISEP Case Manager / Caseworker

- Assesses, formulates, and ensures implementation of plans to meet the needs of the consumer enrolled in the Expanded In Home Services for the Elderly Program (EISEP);
- Provides guidance to motivate the individual or family to increase their own capacity and confidence in their ability to handle problems and to utilize available services;
- Performs supervisory Assessment visits for EISEP & HDM clients;
- Maintains liaison with various individual agencies to which individuals and families can be referred for services;
- Works closely with other personnel such as homemakers in carrying out the plan for services.

HDM Coordinator / Caseworker

- Formulates and carries out plans to meet the needs of the individual or family, specifically related to the Home Delivered Meals Program;
- Conducts assessments for consumers accessing the HDM program;
- Inputs documentation to ensure compliance with state and local protocols;
- Maintains good relationship with various individual agencies to which individuals and families can be referred for services;
- Works closely with other staff to carry out the plan for services.

EISEP Case Manager / Registered Professional Nurse

- Assesses, formulates and carries out plans to meet the needs of the individual or family, specifically related to the Expanded In Home Services for the Elderly Program (EISEP);
- Performs supervisory assessment visits for EISEP & HDM clients;
- Provides guidance to motivate the individual or family to increase their own capacity and confidence in their ability to handle problems and to utilize appropriate services;
- Establishes a relationship with individuals and families to persuade them to avail themselves of recommended services;
- Carries out nursing analysis of specific home care clients and conducts supervisory visits of home care workers as required by the NYSDOH. Consults with and advises EISEP Supervisor regarding case-specific nursing concerns, as needed.

RSVP Coordinator

- Coordinates and oversees the operation of Retired Senior Volunteer Program, including program development and capacity building in partner agencies through the utilization of volunteers, recognition programs, etc.;
- Recruits, trains and supervises all staff and volunteers in planned activities;
- Prepares and supervises the preparation and distribution of reports, budgets, press releases and related materials;
- Coordinates the services of the Retired Senior Volunteer Program with other community agencies;
- Spearheads activities to expand capacity and impact of volunteer utilization in agency volunteer stations;
- Assists the Director of OFA with specific activities to promote the mission of OFA.

Account Clerk-Typist- RSVP (Vacant)

- Posts to ledger accounts from appropriation, expense, invoice, receipts, voucher records, etc.;
- Receives remittances by mail or in person, verifies amount, records and deposits income;
- Compiles data for and helps in the preparation of simple financial and statistical reports;
- Performs basic bookkeeping functions for RSVP Programs;
- Assists RSVP staff with special event planning and execution;
- Assists RSVP Director with required local, state and federal reporting mandates.

Senior Account Clerk-Typist

- Conducts specialized accounting, including maintaining and tracking budgets, vouchering, contract management, etc.;
- Compiles and prepares County employee payroll;
- Performs a wide variety of specialized clerical duties including back up receptionist duties, assists with special OFA events, etc.
- Assists OFA director with compliance with local, state and federal requirements related to aging services;
- Assists OFA director in the preparation and ongoing tracking of budget and Annual Implementation Plan.

NY Connects / Long-Term Care Coordinator / Caregiver Coordinator

- Plans, organizes, and coordinates the various functions comprising the long-term care program designed for the community;
- Assists partnering departments and agencies with the formulation of policies, procedures, and objectives in providing long-term care services;
- Plans, assists with the development of, and evaluates programs providing health and social programs for long-term care consumers;
- Monitors effectiveness of long-term care services as they relate to the goals of the Point of Entry Program;
- Supervises NYCONNECTS Intake staff in carrying out their duties and responsibilities for the long term care program;
- Plans, organizes, and coordinates Caregiver Resource Center to provide family caregiver support through community education, support groups, and individual counseling;
- Supervises and trains Caregiver Assistant for frontline CRC services.

NY Connects Intake Aide / Social Welfare Examiner

- Provides consumers/caregivers with unbiased information and assistance regarding all LTC service options regardless of payor source;
- Assists with various benefit applications to determine that all statements are complete and consistent and assists consumers with sorting out proper documentation;
- Provides general guidance regarding an applicant's financial eligibility for assistance and evaluates available resource details in relation to financial eligibility and care needs;
- Advises applicant of the preliminary eligibility screening determination;
- Assists NYCONNECTS Coordinator with the compilation and recording of changing service options, eligibility, and availability in Steuben County;
- Records confidential consumer intake data in database for future reference and use in State reporting requirements.

NYCONNECTS/BIPP/Benefits Counselor/Aging Services Specialist

- Provides consumers/caregivers with unbiased information and assistance regarding all LTC service options regardless of payor source;
- Assists with various benefit applications to determine that all statements are complete and consistent and assists consumers with sorting out proper documentation;
- Provides general guidance regarding an applicant's financial eligibility for assistance and evaluates available resource details in relation to financial eligibility and care needs;
- Advises applicant of the preliminary eligibility screening determination;
- Assists NYCONNECTS Coordinator with the compilation and recording of changing service options, eligibility, and availability in Steuben County;
- Records confidential consumer intake data in database for future reference and use in State reporting requirements;
- Conducts specialized benefits counseling and acts as a resource to entire OFA team for more complex cases.

Caregiver Assistant (Part-Time)

- Develops and fosters cooperative relationships with LTC facilities and community agencies;

- Assists Caregiver Coordinator with the implementation of the local Caregiver Resource Center Program, including the provision of community education, information and referral, caregiver counseling, and support group facilitation;
- Maintains Caregiver Program records as defined by state and local regulations.
- Maintains interface with NYCONNECTS program to ensure appropriate caregiver support to clients.

Aging Services Aide / Outreach/HIICAP (Hornell)

- Engages in activities on a paraprofessional level in support of Office for the Aging programs;
- Assists older persons or their delegates to help meet identified needs;
- Performs home visits in response to requests of individual older persons and reports needs to professional staff;
- Distributes and relays information about resources and services available in the community;
- Assists in obtaining services and benefits for individual older persons;
- Assists in carrying out routine tasks associated with special programs sponsored by the Office for the Aging.

Key Duties of Staff- CONTRACT EMPLOYEES

EISEP/HDM Assistant

- Assists consumers with access to HDM and EISEP Home Care program, including assessment of needs;
- Inputs documentation to ensure compliance with state and local protocols;
- Resolves problems of consumers on these two programs and communicates with rest of team and with specific subcontractors to answer needs;
- Establishes a relationship with clients and families to identify needs for services through in-depth discussions;
- Provides back up coverage for reception/phone coverage for OFA/RSVP.

Project CARE Coordinator / Special Projects Coordinator / Outreach HIICAP Aide

- Plans for and develops a program for the utilization of community volunteers in the Greater Bath area to answer needs of elders, including friendly visiting, grocery shopping, transportation, errands, etc.;
- Recruits, trains, and celebrates contributions of volunteers;
- Documents activities of program to fulfill reporting requirements;
- Collaborates with community partners to enhance community and program goals;
- Works with OFA Director to achieve departmental goals;
- Conducts community forums to increase awareness of program offerings.
- Plans for and implements projects utilizing community volunteers to achieve goals of RSVP Program under the guidelines of the Corporation for National and Community Service;
- Writes grants to secure funding to expand service delivery to elders to promote independence and quality of life;
- Documents program activities to comply with reporting requirements;
- Plans and conducts community forums to increase awareness of program offerings;
- Recruits, trains, and celebrates contributions of volunteers.
- Performs home visits in response to requests of individual older persons and reports needs to professional staff;
- Distributes information about resources and services available in the community;
- Assists with application for services and benefits for individual older persons;
- Assists in carrying out routine tasks associated with special programs/events sponsored by the Office for the Aging.

RSVP Volunteer Coordinator

- Implements a program for the utilization of community volunteers to answer needs of elders, including friendly visiting, grocery shopping, transportation, errands, etc.;
- Recruits, trains, and celebrates contributions of volunteers;
- Maintains records for program to fulfill reporting requirements;
- Works with RSVP Coordinator to achieve program goals;

- Assists RSVP Coordinator with planning and delivering community event to support RSVP goals;
- Maintains volunteer job descriptions to communicate program offerings;
- Collaborates with community agencies to develop meaningful volunteer opportunities to build capacity of agencies.

Van Project Driver (Vacant)

- Under direction of Project Care Coordinator, assists older persons in the Easy Rider Program, scheduling and driving them on designated grocery shopping trips;
- Maintains program records and compliance with program standards.

Office Computer/Fiscal Assistant

- Conducts activities of reception area of OFA, greeting walk-ins, answering and routing phone calls to appropriate staff;
- Performs data entry to assist with OFA record keeping and reporting requirements;
- Assists with other clerical duties for the department, as directed;
- Assists OFA Director with management of data entry protocols and data management for the purposes of sophisticated record collection;
- Assists OFA Director with the timely submission of accurate state and local reports;
- Assists with the professional development of clerical and professional staff to ensure accurate data management;
- Spearheads the creation and mailing of the Second Season newsletter of OFA ;
- Performs fiscal/clerical support to RSVP Coordinator.

Office Computer Assistant (PT) (2)

- Conducts activities of reception area of OFA, greeting walk-ins, answering and routing phone calls to appropriate staff;
- Performs data entry to assist with OFA record keeping and reporting requirements;
- Assists with events and other clerical duties for the department, as directed.

Outreach/ HIICAP Coordinator/Supervisor

- Plans, coordinates and supervises the outreach program for the Office for the Aging including satellite offices in Hornell and Corning. Typical programs utilized include SNAP, HEAP, Medicare and other critical programs;
- Coordinates and supervise the HIICAP Program (Health Insurance, Information, Counseling and Assist Program);
- Coordinates and screens eligible individuals for Legal Services provided under contract;
- Monitors and provides reports for these programs on the Federal, State and local level and maintains programmatic compliance;
- Performs home visits in response to requests of individual older persons;
- Provides information about resources and services available in the community;
- Assists in obtaining services and benefits for individual older persons;
- Directly supervised by the Office for the Aging Director. Special projects as assigned.

Outreach/ HIICAP Aide (Corning)

- Engages in activities on a paraprofessional level in support of Office for the Aging programs;
- Assists older persons or their delegates to help meet identified needs;
- Performs home visits in response to requests of individual older persons and reports needs to professional staff;
- Distributes and relays information about resources and services available in the community;
- Assists in obtaining services and benefits for individual older persons;
- Assists in carrying out routine tasks associated with special programs sponsored by the Office for the Aging.

Executive Director- Steuben Senior Services Fund (PT)

- Provides administrative oversight of this public, not-for-profit charitable fund to supplement future public funding for aging services for the elderly in Steuben County;
- Advises SSSF Board of Directors in the planning for expansion of services for the elders of Steuben County;
- Conducts fund raising activities for SSSF endowment fund;
- Assists OFA Director in identifying evolving needs and planning creative solutions for Aging in Place challenges;
- Assists OFA Director with the planning and execution of special community events;
- Assists OFA Director with Advisory Council meeting as ex-officio member.

Consulting Registered Dietitian (PT)

- Provides high level consultative services on all aspects of nutrition program for aging services, including menu planning, nutritional content analysis, safe food handling practices, etc.

Consulting Certified Dietary Nutritionist (PT)

- Provides lower level guidance on aspects of nutritional program for aging services;
- Provides nutritional education on one on one basis for high risk HDM clients.