

OFFICE OF LONG TERM CARE ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS:

The work involves para-professional support of the Office of Long Term Care activities including outreach, information, referrals and clerical duties. Work will be done in the office and in the field. The work is performed under the direct supervision of the OLTC Case Management staff.

TYPICAL WORK ACTIVITIES:

Provides information to clients regarding routine issues with regards to Personal Care Services, Nursing Home Placements and or adult home placement; May be first contact regarding client's situation and will need to recognize the need for Adult Preventive/Protective services and make appropriate response to address the presenting issues/problems; Manages files, types field notes, sends out and obtains information on clients or prospective clients of the Office of Long Term Care. Answers phone and logs calls for the field and supervisory staff. May arrange substitute care coverage; acts as liaison between client and agency; Arranges or provides transportation for OLTC clients to medical appointments or other necessary appointments; Enters statistical information into a computer system to obtain data for monthly/ annual reports; Requests paperwork needed for periodic recertification of eligibility; Provides outreach by going into the field to obtain information necessary to complete a Medicaid or food stamp application; Obtains and assigns MMIS prior approval numbers for personal care services being rendered; calculates hours/days on increase/decreases not figured by the computer; makes computer entries for billing; Prepares correspondence to agencies when discrepancies occur and to clients regarding status update; Processes any questions/claims an agency may have with billing problems; Develops forms to ease flow of paperwork and to aid in gathering of statistics; Updates ongoing files, copying, filing and other miscellaneous clerical duties; As directed by the Sr. caseworker or Public Health Nurse Case manager the OLTC Assistant will address client needs such as shopping, moving and cleaning and transportation. Does related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of office terminology, procedures, methods and office management practices; Good knowledge of various types of the services offered by the Office of Long Term Care;. Working knowledge of community agencies, facilities and services which could aid the clients; Working knowledge of the characteristics, needs and interest of the elderly and clients in need of long term care; Ability to deal effectively with clients and providers; Empathy in handling sensitive human problems; Initiative; Patience; Tact; Clerical aptitude; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma and two years of clerical experience which must have involved public contact.

SPECIAL REQUIREMENTS: Must have a valid NYS Driver's license at time of appointment

Adopted 11/5/04