

JOB TITLE: Veteran Directed Care (VDC) Options Counselor

DEPARTMENT: Area Agency on Aging/Health and Human Services (AAA/HHS)

JOB SUMMARY: Under the direct supervision of the Area Agency on Aging (AAA) Director, the Veteran Directed Care (VDC) Options Counselor will provide person-centered direct support and guidance to veterans enrolled in the program in veteran's and family's deliberations to make informed decisions about their home care. The program serves eligible veterans of any age who are at risk of nursing home placement. The Options Counselor works with the participants/caregivers to assess, identify, coordinate, and monitor supports/services on an ongoing basis. Duties include educating participants/caregivers about the program, serving as an advocate and coach, and working with participants/caregivers to identify needs and create and monitor an individualized care/spending plan that addresses the needs. The Options Counselor monitors all VDC spending along with the participants/caregivers, the Financial Management Service (FMS) provider, and the Veterans Administration Medical Center where the person is seen. Much of the work is field based with frequent travel to participant's homes throughout multiple counties within South Carolina and North Carolina.

JOB DUTIES: The following list is not exhaustive. Tasks will be varied and may be changed based on the needs of the organization. The job duties include but are not limited to the following:

Initial Assessments & Referrals:

- Conduct thorough assessments of referrals, including completion of the Uniform Assessment Instrument (UAI) and other required forms.
- Identify and document the needs, preferences, and goals of participants and their caregivers.

Care Plan Development:

- Work with participants and caregivers to create personalized service plans and spending plans that meet identified needs.

Employer Support:

- Assist participants and caregivers in completing the necessary paperwork to become an employer and help facilitate new-hire appointments.
- Provide training and ongoing support on employer responsibilities.

Ongoing Monitoring & Reassessments:

- Conduct monthly, quarterly, semi-annual, and annual follow-ups to reassess services based on changing life circumstances.
- Monitor the implementation of services and follow up on referrals.

Confidential Documentation:

- Maintain, update, and monitor confidential participant information, services, and case notes in an electronic database system.
- Ensure accurate and timely reporting of all required fiscal duties, including expenditures and schedules.

Collaboration & Referral Management:

- Work closely with healthcare providers, other agencies, and community resources to facilitate referrals and additional services.
- Build and maintain professional relationships to ensure comprehensive service delivery.

Education & Community Outreach:

- Provide education to the public through meetings and professional presentations.
- Educate participants and caregivers about services, processes, and responsibilities.

General Administrative Support:

- Plan, prioritize, and schedule work activities effectively, ensuring deadlines and urgent situations are managed appropriately.
- Perform other related duties as assigned by the supervisor.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Preferred knowledge of the disability and/or aging services systems; consumer-directed services and supports; Medicaid, Medicare, and other benefits.
- Skilled in researching and linking participant when necessary to a wide variety of community resources, supports, and services
- Skilled in empowering, encouraging, and guiding clients and/or caregivers
- Skilled in active listening, interviewing, and assessing needs
- Excellent verbal and written communication skills; public speaking skills a plus
- Ability to maintain full participant confidentiality in accordance with HIPPA regulations and ethical standards
- Proficient in the use of Microsoft Office (especially Excel) and use of web-based software programs
- Excellent organizational and planning skills to efficiently manage time and meet deadlines
- Ability to be flexible and adapt to change
- Ability to practice good professional judgment and work independently
- Ability to establish and maintain trusting relationships with participants and caregivers or other identified individuals in all circumstances, and interact and work well with other agency departments
- Ability to form rapport with other professionals, clients, and caregivers.

PHYSICAL & ENVIRONMENTAL REQUIREMENTS: Much of the work will be field-based in the veterans' homes. Requires regular independent travel throughout South Carolina and North Carolina.

EDUCATION AND EXPERIENCE REQUIRED:

- Required: Bachelor's degree in human services, healthcare, or related field from an accredited college or university **OR** the equivalent work experience required in healthcare or community-based setting with older adults and/or persons with disabilities and/or veterans.
- Excellent customer service and verbal telephonic skills.
- Must possess or be willing to complete the required trainings for the program.
- Must possess and maintain a valid driver's license, auto insurance and acceptable driving record.



**This organization reserves the right to modify, interpret or apply this job description in any way the organization desires. This job description in no way implies that these are the only duties to be performed by the employee. This job description is not an employment contract, implied or otherwise. This employment relationship remains "At-Will". *