

AGING PROGRAM SPECIALIST I

This is consultative work in providing technical assistance in the analysis of issues and the implementation of programs affecting the long-term care system for the elderly in North Carolina. Assignments include working with local Councils on Aging, community advisory committees, other concerned citizen groups, and local and State agencies through the provision of training services, the implementation and operation of the Long Term Care Ombudsman Program, and the development of resources to support the improvement and long term care for the elderly. Employees are responsible for data collection and analysis pertinent to specific area of assignment and topics concerning long-term care in general and providing input into the formulation of policies, procedures, rules, and regulations. Employees report to the Chief, Plans and Policy Section in the Division of Aging.

I. DIFFICULTY OF WORK:

Variety and Scope - Work assignments include complaint investigation, coordination of ombudsman activities, researching program operation and related legal issues, conducting workshops and training sessions, and consulting with concerned groups and individuals. All activities relate to the provision of long term care for the elderly.

Intricacy - Work requires the analysis of issues, policies, and legislation relevant to the long term care system in order to determine training and consultation needs and to advise on how they apply to referred complaints.

Subject Matter Complexity - Work requires an understanding of the long term care system and the integration of service components, the needs of the elderly, the resources, both public and private, available to support service delivery, and legislation that addresses the rights of the aged.

Guidelines - Guidelines include legislation, policies, procedures, and regulations affecting the operation of nursing homes and homes for the aged including Medicare/Medicaid.

II. RESPONSIBILITY:

Nature of Instructions - Employees receive verbal instructions from supervisor, but usually carry out assignments according to established plans. Scheduling of work and determining day-to-day courses of action are done independently. Consultation with management staff provides additional support on controversial matters.

Nature of Review - Work is generally reviewed through periodic staff meetings, presentations, and feedback from various groups on success of work accomplished.

Scope of Decisions - Decisions impact on programs, policies and/or laws that affect the aged.

Consequence of Decisions - Actions can impact on ensuring the implementation of quality care for the aged, or impact on the utilization of community resources supporting these activities.

III. INTERPERSONAL COMMUNICATIONS:

Scope of Contacts - Work requires contact with councils and advisory groups, representatives of public and private service providers, local officials, and various community organizations and legal action groups.

Nature and Purpose - Primary purpose of contacts is to provide information and training in order to influence the allocation of resources and/or reactions to proposed changes in legislation, policies, or regulations.

IV. OTHER WORK DEMANDS:

Work Conditions - Work is generally conducted in a normal office setting or similar environment.

Hazards - Work requires some travel and employees are subjected to normal driving hazards.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - General knowledge of the service delivery components of the long-term care system and of legislation concerning the delivery of services, and the basic patient rights of the aged. Ability to conduct investigations, analyze data and information, and interpret policies and regulations. Ability to communicate effectively, in oral and written form, with representatives of community organizations, advisory committees, service providers, government officials, and the general public.

Minimum Education and Experience - Four-year degree in a human service field such as psychology, sociology, public health education, social work, gerontology, and related fields and three years of experience in a human service program, preferably in the field of aging, providing involvement in and/or exposure to the analysis of issues affecting service delivery; or an equivalent combination of education and experience. A Master's degree in one of the fields referenced above may be substituted for one year of the required experience.