

POSITION DESCRIPTION

IDENTIFYING INFORMATION

Last Name	First Name	MI

Job Title	Job Code	Working Title
Aging Case Aide 2	LO609	Aging Case Aide 2

Department	Organization	Organization Code
Aging		

Supervisor's Last Name	Supervisor's First Name	Job Title
Chaplar	Tatiana	Outreach, Intake, Referral & Assessment Supervisor

Start Time	End Time	Hours/Week	Days Worked (Check all that apply)						
8:00 AM	4:30 PM	37.5	Sun	Mon	Tues	Wed	Thur	Fri	Sat
				X	X	X	X	X	

POSITION PURPOSE: Describe the primary purpose of this position and how it contributes to the organization's objectives. Example: *Provides clerical and office support within the Division to ensure its operations are conducted efficiently and effectively.*

This position requires advanced public contact work in an Area Agency on Aging fielding a large volume of incoming calls, assisting older adults obtain a wide range of services. An employee in this position supports professional and technical social services personnel in providing information and referral activities to older adults to help them better understand the community resources available to meet their individual needs. This work requires that the employee have an in-depth knowledge of the physical, cultural, and social environment of the geographical area and programs, along with an understanding of the technical procedures and practices involved to perform a brief assessment of an individual situation. This position is independent work, under the provided guidelines and supervision of the Outreach, Intake and Assessment Supervisor and work is evaluated by the results obtained.

- DESCRIPTION OF DUTIES:** Describe in detail the duties and responsibilities assigned to this position. Descriptions should include the major end result of the task. Example: *Types correspondence, reports, and other various documents from handwritten drafts for review and signature of the supervisor.*
1. Responds in a timely manner to all who are contacting the agency for information or assistance.
 2. Seeks out isolated older people in the county through outreach efforts and/or referrals.

3. Gathers demographic data and the summary of reason(s) from the referral source for a referral in order to complete the intake.
4. Keeps abreast of community programs and services which may be resources for older adults.
5. Documents intake and/or referrals into Aging & Disability/SAMS & PIA databases. Statistics to be completed on a weekly basis.
6. Interviews older adults over the phone and in the office to provide information regarding services for which they are eligible.
7. Provides detailed explanations to consumers relating to the procedural aspects of obtaining available services.
8. Identifies through use of assessment devices the needs of consumers and assists them in trying to alleviate issues.
9. Completes Reports of Need for Protective Services.
10. Updates information and referral files as needed.
11. Refers difficult issues to a supervisor
12. Represents the agency at Health Fairs and Community Events. This may require occasional night or weekend work.
13. Participates in in-service and training programs to provide knowledge and program requirements.
14. Participates in organizations or groups serving as an agency representative where needed.
15. Performs other similar duties as directed and specific to the program the position supports.

DECISION MAKING: Describe the types of decisions made by the incumbent of this position and the types of decisions referred to others. Identify the problems or issues that can be resolved at the level of this position, versus those that must be referred to the supervisor. Example: *In response to a customer inquiry, I research the status of an activity and prepare a formal response for my supervisor's signature.*

Case aide will determine when a referral is an emergency requiring immediate attention and refer to supervisor.

Case aide will determine when a referral rises to the level of needing Protective Services.

Case aide will determine if problems of a consumer are too complex for intake to resolve and refer to supervisor.

REQUIREMENTS PROFILE: Identify any requirements, such as a licensure, registration, or certification, which may be necessary to perform the functions of the positions. Position-specific requirements should be consistent with a Necessary Special Requirement or other criteria identified in the classification specification covering this position. Example: *Professional Engineer License*

1. Successfully complete Protective Services Intake Worker training
2. Pennsylvania Individualized Assessments Training
- 3.

ESSENTIAL FUNCTIONS: Provide a list of essential functions for this position. Example: *Lifts boxes weighing up to 60 pounds.*

1. Ability to establish and maintain positive working relationships
2. Lift 25 pounds occasionally, frequently lift/ carry up to 15 pounds; set up and tear down tables and portable tent for community events
3. Provide clear concise information to individuals
4. Communicate via telephone
5. Apply policies and regulations
6. Communicate clearly
7. Perform basic arithmetic
8. Organize statistical paperwork
9. Operate standard office equipment (computer, printer, copier, and phone)
10. Travel throughout the county as needed
11. Proficient multitasker, working well under pressure.
12. Cognitive flexibility and critical problem-solving skills.

CERTIFICATION

By entering my name below, I certify to the best of my knowledge all statements contained in this position description are correct.

Employee's Signature _____ Class Title _____ Date _____

Immediate Supervisor's Signature _____ Class Title _____ Date _____

Wany Claire Megargle, Administrator
11/20/2025