

POSITION DESCRIPTION

IDENTIFYING INFORMATION

Last Name	First Name	MI

Job Title	Job Code	Working Title
Aging Care Manager 3	LO636 / 02106306	Aging Care Manager 3

Department	Organization	Organization Code
Protective Services	Monroe County Area Agency on Aging	45

Supervisor's Last Name	Supervisor's First Name	Job Title
Seas	Sheila	Protective Services Supervisor

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

POSITION PURPOSE:

THIS POSITION WILL ENTAIL A WORKER TO RECEIVE, REVIEW AND CONFIRM CATEGORIES ON REPORTS OF NEED AND INVESTIGATE ACCORDING TO THE REGULATIONS OF THE OLDER ADULT PROTECTIVE SERVICES ACT. PROVIDE COMMUNITY EDUCATION AND OUTREACH TO LOCAL FACILITIES, AGENCIES OR GROUPS ON PROTECTIVE SERVICES AND MANDATORY REPORTING REQUIREMENTS. ASSIST IN MAINTAINING THE ELDER TASK FORCE.

DESCRIPTION OF DUTIES:

- 1) Receive, review and confirm categories of reports of need in accordance with the Older Adult Protective Services Act.
- 2) Begin investigations within the appropriate time frames as per regulations, including a face-to-face visit.
- 3) Reduce/mitigate risk to older adult in a time sensitive manner.
- 4) Complete the investigation within 20 days of receipt, when possible, and substantiate or unsubstantiate the need for Protective Services.
- 5) Refer Unsubstantiated cases to appropriate resources.
- 6) Develop a care plan and goals based on the needs of the older adult in Substantiated cases.
- 7) Complete necessary assessments, care plans and case history utilizing the SAMS program. This includes but is not limited to documenting all contacts in the care plan journal.
- 8) Arrange for any needed medical, psychological and social assessments that may be needed to determine eligibility for services and to facilitate delivery of these services.
- 9) Establish good working relationships with the older adult and collateral resources to reduce or eliminate risk of abuse and aid in the resolution of the problem areas.
- 10) Recommend cases to be pursued for court intervention, including guardianships, mental health admissions and emergency court orders.
- 11) Arrange for a representative payee to protect an older adult's resources.

- 12) Provide community education and outreach via public speaking engagements/in-services to local facilities, agencies and groups. Education to be provided is on the Older Adult Protective Services Act and Mandatory Reporting.
- 13) Manage cases identified as needing intensive care management due to mental, cognitive or physical impairment or family dynamics.
- 14) Meet with Protective Services Supervisor weekly to review cases.
- 15) Attend Protective Services Network meetings when required.
- 16) Provide 24-hour emergency services as scheduled.
- 17) Assist with Elder Abuse Task Force.
- 18) Attend annual Protective Services training.
- 19) Attend weekly and monthly staff meetings as scheduled.
- 20) Attend all applicable webinars as directed.
- 21) Complete any other duties as assigned.

DECISION MAKING:

Worker will have knowledge of community resources and be able to make referrals independently.

Worker should be able to independently make decision to confirm a category on a Report of Need and plan face to face accordingly.

Worker should consult regularly with supervisor as per regulations.

Any service that will incur a financial obligation from this agency needs to be approved by a supervisor.

REQUIREMENTS PROFILE:

- 1) One-year direct aging casework experience.
- 2) Mandatory Basic Protective Services training and training as mandated thereafter, but at least yearly.

ESSENTIAL FUNCTIONS

1. Must be able to perform public speaking duties in an effective manner.
2. Must have knowledge of basic social work principles and methods.
3. Must be able to develop a care plan.
4. Must have knowledge of community resources.
5. Must have a valid driver's license.
6. Must be computer literate and able to learn essential programs.
7. Ability to establish and maintain working relationships with consumers, co-workers, outside agencies and facilities and the general public.
8. Must manage visits and complete cases in a timely manner.
9. Must be able to organize work responsibilities and prioritize as needed.
10. Ability to maintain agency confidentiality standards.
11. Ability to assess and identify consumer's needs and encourage consumer's in maintaining their independence according to their particular needs.

CERTIFICATION

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

Employees' Class

Signature _____ Title _____ Date _____

Immediate
Supervisor's

Signature _____ Class
Title _____ Date _____

Mary Claire Hargrave
Administrator
7/14/2025