

\$ 34,840.00

1. Name of Employee (Last, First, MI)		2. SSN	Position Number LO635
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3. Department <b>Pike County</b>	Bureau <b>Pennsylvania Dept on Aging</b>	Division	Headquarters	Organization Code
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4. Class Title <b>Aging Care Manager II</b>	Working Title	Class Code
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5. Regular Work Schedule		Position is:						
Start Time: <b>7:30</b>	Lunch Length: <b>.50</b>	<input checked="" type="checkbox"/> Full-Time	<input checked="" type="checkbox"/> Permanent					
End Time: <b>4:00pm</b>	Hours/Week: <b>40</b>	<input type="checkbox"/> Part-Time	<input type="checkbox"/> Temporary					
Days Worked (check all that apply):		Reports to: Name                      Class Title						
S	M	T	W	Th	F	S	PS Supervisor	<b>Aging Care Manager 2 PS</b>
	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>	<b>X</b>		Explain any schedule variations:	

6. Describe the work assigned to this position, listing the critical duties and responsibilities first. Explain work in familiar terms and include machines or equipment used. Use additional paper if needed.

The Protective Service Care Manager position is responsible for providing assessment, care planning, service coordination and performance of ongoing care management tasks for vulnerable consumers who are in need of protection including those in need of mental health case management services who may be difficult to manage and who have difficulty maintaining a safe and healthful independent lifestyle.

- Develops care plans based upon medical, social, psychological, and functional assessments and completes appropriate referral tasks to address the needs of the consumer.
- Ensure that legal and statutory time frames are met to ensure the safety of these vulnerable consumers; strict adherence to regulatory, policy, procedure and statute is required to protect consumers from dangerous or life-threatening situations is required.
- Completes comprehensive assessments to determine functioning capacity of individuals seeking formal/informal department service assistance.
- Conducts thorough investigations of the circumstances of consumers in need of protection from abuse, exploitation, abandonment, or self-neglect in accordance with Protective Services for Older Adults Statute and regulatory requirements.
- Arranges for representative payee to protect the consumer's financial assets.
- Performs periodic reassessments to determine consumer status change(s) and to make appropriate adjustment(s) to assistance provided through time adhering to established time frame parameters for completion.
- Develops, implements, and modifies written consumer care plans/service plans based upon medical, social, psychological and functional assessments.
- Completes service internal/external referral processes to arrange for needed formal/informal services, and performs periodic referral status follow-up and monitoring tasks to assure service provision and quality related to arranged services.
- Serves in an advisory capacity to staff and the public in specialized areas such as legal, medical, privacy laws, rules and regulations relative to protective service consumers.
- Protective Service Care manager is required to attend a 3 ½ day Protective Services initial training and annual updates and refreshment as required. (Note: 3 ½ day training may require overnight travel.)
- Provides on-call after-hours coverage including holidays and weekends a minimum of one shift per month.
- Maintains comprehensive knowledge base of internal and external programmatic offerings.
- Adherence to all local, state and federal regulatory requirements and policies which govern the delivery of services to departmental consumer population.
- Travels to complete face-to-face consumer interviews, attend trainings/conferences, and other meetings as required.
- Maintains a professional public image which is courteous and tactful.
- Performs other related duties as required.

Aging Care Management II ~ continued

1. Attend Care Management and staff meeting. Keep reports of consumers seen, and referrals taken.
2. Continue training via PDA, LMS, Aging Well, and ADRC/Link training sessions as required.
3. Foster working relationships with doctors in our area.
4. Encourage professionalism and safety in the workforce.
5. Perform other duties as necessary or per supervisor's request.

Qualifications

Minimum Training and Education

- Six months as an Aging Care Manager 1 or a County Caseworker 1; **or**
- Successful completion of the County Social Casework Intern program; **or**
- Six months of professional human services or nursing experience; and a bachelor's degree in social sciences, human services, or a closely related field; **or**
- An equivalent combination of experience and training.

**THIS "JOB DISCRIPTION" REPLACES ANY AND ALL PRIOR JOB DESCRIPTIONS AS OF THE SIGNING AND DATING OF THIS DOCUMENT BY EMPLOYEE AND SUPERVISOR.**

7. Briefly describe how work is assigned to this position and how the work is reviewed.

8. If this is a supervisory position, briefly describe how work is assigned to subordinate personnel and how their work is reviewed. (If this is not a supervisory position, leave blank.)

9. Attach an Organizational Chart identifying all reporting relationships for this position.

CERTIFICATION

I certify that to the best of my knowledge all statements contained within the job descriptions are correct: This job description consists of 3 pages. (count this form as 1 page)

Employee's Signature	Class Title	Aging Care Manager II	Date	
Immediate Supervisor's Signature	Class Title	Director	Date	11/17/23
Reviewing Officer's Signature	Class Title		Date	



Commonwealth of Pennsylvania

# Aging Care Manager 2 (Local Government) - Pike County

## pennsylvania Area Agency on Aging

<b>SALARY</b>	\$34,840.00 Annually	<b>LOCATION</b>	Pike County, PA
<b>JOB TYPE</b>	Civil Service Permanent Full-Time	<b>JOB NUMBER</b>	CS-2023-69145-L0635
<b>DEPARTMENT</b>	Local Government	<b>DIVISION</b>	AN Pike Co Aaa
<b>OPENING DATE</b>	1/8/24	<b>CLOSING DATE</b>	1/21/24
<b>JOB CODE</b>	L0635	<b>POSITION NUMBER</b>	80001130
<b>UNION</b>	AFSCME	<b>BARGAINING UNIT</b>	LG
<b>PAY GROUP</b>	LG	<b>BUREAU / DIVISION CODE</b>	88101152
<b>BUREAU / DIVISION</b>	Pike County Area Agency on Aging	<b>WORKSITE ADDRESS</b>	150 Pike County Blvd.
<b>CITY</b>	Hawley, Pennsylvania	<b>ZIP CODE</b>	18428
<b>CONTACT NAME</b>	Robin Soares	<b>CONTACT PHONE</b>	570.775.5550
<b>CONTACT EMAIL</b>	rsoares@pikepa.org		

### THE POSITION

The Pike County Area Agency on Aging is currently accepting applications for a full time Aging Care Manager 2 position. If you enjoy helping people and advocate for home and community based care, this is the right position for you.



### DESCRIPTION OF WORK

An employee in this Aging Care Manager 2 position is expected to appropriately maintain a caseload of vulnerable consumers. The employee is expected to exercise initiative and independent judgment in discharging their assignments,

seeking advice and help with the more unusual and difficult cases. You will obtain information from the consumer, members of the consumers' families, neighbors, and other persons necessary for the identification of social, economic, emotional, health, or physical problems to assist the consumer.

#### **Work Schedule and Additional Information:**

- Full-time employment.
- Work hours are 7:30 am to 4:30 pm, Monday - Friday, with 30-minute lunch.
- On call responsibilities approximately once monthly.
- **Salary:** In some cases, the starting salary may be non-negotiable.
- You will receive further communication regarding this position via email. Check your email, including spam/junk folders, for these notices.

## **REQUIRED EXPERIENCE, TRAINING & ELIGIBILITY**

### **QUALIFICATIONS**

#### **Minimum Experience and Training Requirements:**

- Six months as an Aging Care Manager 1 or a County Caseworker 1; **or**
- Successful completion of the County Social Casework Intern program; **or**
- Six months of professional human services or nursing experience; and a bachelor's degree in social sciences, behavioral sciences, human services, or a closely related field; **or**
- An equivalent combination of experience and training.

#### **Other Requirements:**

- You must meet the [PA residency requirement](#). For more information on ways to meet PA residency requirements, follow the [link](#) and click on Residency.
- Hiring preference for this vacancy will be given to candidates who live within Pike County. If no eligible candidates who live in Pike County apply for this position, candidates who reside in other counties may be considered.
- You must be able to perform essential job functions.

#### **Legal Requirements:**

- You must pass a background investigation.
- A conditional offer of employment will require a drug screening.
- This position falls under the provisions of the Older Adult Protective Services Act.
  - Under the Act, a conditional offer of employment will require submission and approval of satisfactory criminal history reports, including but not limited to, PA State Police and FBI clearance.

#### **How to Apply:**

- Resumes, cover letters, and similar documents will not be reviewed, and the information contained therein will not be considered for the purposes of determining your eligibility for the position. Information to support your eligibility for the position must be provided on the application (i.e., relevant, detailed experience/education).
- If you are claiming education in your answers to the supplemental application questions, you must attach a copy of your college transcripts for your claim to be accepted toward meeting the minimum requirements. Unofficial transcripts are acceptable.
- Your application must be submitted by the posting closing date. Late applications and other required materials will not be accepted.
- **Failure to comply with the above application requirements may eliminate you from consideration for this position.**

#### **Veterans:**

- Pennsylvania law (51 Pa. C.S. §7103) provides employment preference for qualified veterans for appointment to many state and local government jobs. To learn more about employment preferences for veterans, go to [www.employment.pa.gov/Additional%20Info/Pages/default.aspx](http://www.employment.pa.gov/Additional%20Info/Pages/default.aspx) and click the Veterans' Preference tab or contact us at [ra-cs-vetpreference@pa.gov](mailto:ra-cs-vetpreference@pa.gov).

**Telecommunications Relay Service (TRS):**

- 711 (hearing and speech disabilities or other individuals).

If you are contacted for an interview and need accommodations due to a disability, please discuss your request for accommodations with the interviewer in advance of your interview date.

The Commonwealth is an equal employment opportunity employer and is committed to a diverse workforce. The Commonwealth values inclusion as we seek to recruit, develop, and retain the most qualified people to serve the citizens of Pennsylvania. The Commonwealth does not discriminate on the basis of race, color, religious creed, ancestry, union membership, age, gender, sexual orientation, gender identity or expression, national origin, AIDS or HIV status, disability, or any other categories protected by applicable federal or state law. All diverse candidates are encouraged to apply.

**EXAMINATION INFORMATION**

- Completing the application, including all supplemental questions, serves as your exam for this position. No additional exam is required at a test center (also referred to as a written exam).
- Your score is based on the detailed information you provide on your application and in response to the supplemental questions.
- Your score is valid for this specific posting only.
- You must provide complete and accurate information or:
  - your score may be lower than deserved.
  - you may be disqualified.
- You may only apply/test **once** for this posting.
- Your results will be provided via email.

**Agency**

Commonwealth of Pennsylvania

**Address**

613 North Street

Harrisburg, Pennsylvania, 17120

**Website**

<http://www.employment.pa.gov>

**Aging Care Manager 2 (Local Government) - Pike County Area Agency on Aging Supplemental Questionnaire**

**QUESTION 1**

The Commonwealth of Pennsylvania legislatively allows the Department of Aging and Area Agencies on Aging to provide preference to candidates who are 60 years of age or older. Are you 60 years of age or older?

- Yes
- No

**\*QUESTION 2**

Have you been employed by a Pennsylvania local government agency in a civil service covered position as an Aging Care Manager 1 or County Caseworker 1 for six or more months full-time?

- Yes
- No

**\*QUESTION 3**

If you are claiming experience in the above question, please list the employer(s) where you gained this experience in the text box below. The employer(s) and a description of the experience must also be included in the appropriate sections of your application if you would like the experience to be considered in the eligibility decision. If you claimed you do not have experience, type N/A in the text box below.

**\*QUESTION 4**

Have you completed the County Casework Intern Program in a civil service covered position with a Pennsylvania local government agency?

- Yes  
 No

**\*QUESTION 5**

If you are claiming experience in the above question, please list the employer(s) where you gained this experience in the text box below. The employer(s) and a description of the experience must also be included in the appropriate sections of your application if you would like the experience to be considered in the eligibility decision. If you claimed you do not have experience, type N/A in the text box below.

**\*QUESTION 6**

How much full-time professional human services or nursing experience do you possess?

- 6 months or more  
 Less than 6 months  
 None

**\*QUESTION 7**

If you are claiming experience in the above question, please list the employer(s) where you gained this experience in the text box below. The employer(s) and a description of the experience must also be included in the appropriate sections of your application if you would like the experience to be considered in the eligibility decision. If you claimed you do not have experience, type N/A in the text box below.

**\*QUESTION 8**

How much graduate coursework have you completed in the social sciences, behavioral sciences, human services, hospital administration, nursing home administration, nursing, public health, health sciences, community health, health care management, or law enforcement?

If you are claiming credits/degree, you must upload a copy of your college transcript(s) for this education to be considered in the eligibility decision. Unofficial transcripts are acceptable. You must attach your transcript(s) prior to the submission of your application by using the "Attachments" tab on the left. You will not be able to add a transcript(s) to the application after it has been submitted.

If your education was acquired outside of the United States, you must also upload a copy of your foreign credential evaluation. For more information on foreign education credentials, please visit

<https://www.employment.pa.gov/Additional%20Info/Pages/default.aspx#q3> and click on Other Information.

- 15 credits or more  
 Less than 15 credits  
 None

**\*QUESTION 9**

You must complete the supplemental questions below. These supplemental questions are the exam and will be scored. They are designed to give you the opportunity to relate your experience and training background to the major activities (Work Behaviors) performed in this position. Failure to provide complete and accurate information may delay the processing of your application or result in a lower-than-deserved score or disqualification. You **must** complete the application **and** answer the supplemental questions. Resumes, cover letters, and similar documents will **not** be reviewed for the purposes of determining your eligibility for the position or to determine your score.

All information you provide on your application and supplemental questions is subject to verification. Any misrepresentation, falsification or omission of material facts is subject to penalty. If requested, you must provide documentation, including names, addresses, and telephone numbers of individuals who can verify the validity of the information you provide in the application and supplemental questions.

Read each question carefully. Determine and select which "Level of Performance" most closely represents your highest level of experience/training. List the employer(s)/training source(s) from your Work or Education sections of the application where you gained this experience/training. **The "Level of Performance" you choose must be clearly supported within the description of the experience and training information entered in your application or your score may be lowered.** In order to receive credit for experience, you must have worked in a job for at least six months in which the experience claimed was a major function.

**If you have read and understand these instructions, please click on the "Yes" button and proceed to the exam questions.**

If you have general questions regarding the application and hiring process, please refer to our FAQ page.

Yes

#### \*QUESTION 10

##### **WORK BEHAVIOR 1 - ASSESS CONSUMER NEEDS**

Assesses consumers' needs and levels of care by interviewing and obtaining information from consumers, members of their families, and other persons necessary to identify social, economic, health, or physical problems to assist the consumers in obtaining a variety of services according to their needs; completes timely written assessments that includes a summarization of the information secured during the interviews via Social Assistance Management System (SAMS) information technology system.

##### **Levels of Performance**

Select the "Level of Performance" which best describes your claim.

- A. I have experience conducting needs assessments by interviewing/obtaining information from consumers 60 years of age or older to identify social, economic, health, or physical problems to ascertain services to assist them AND I completed written assessments summarizing the information secured during the interviews utilizing SAMS information technology system or a similar database.
- B. I have experience conducting needs assessments by interviewing/obtaining information from consumers other than 60 years of age or older to identify social, economic, health, or physical problems to ascertain services to assist them AND I completed written assessments summarizing the information secured during the interviews utilizing an information technology system/database.
- C. I have experience performing minimal or routine aspects of this work behavior, such as taking health histories from consumers using a standard documentation format.
- D. I have successfully completed college-level coursework related to gerontology, nursing, sociology, or psychology.
- E. I have NO experience or coursework related to this work behavior.

#### \*QUESTION 11

In the text box below, please describe your experience as it relates to the level of performance you claimed in this work behavior. Please be sure your response addresses the items listed below which relate to your claim. If you indicated you

have no work experience related to this work behavior, type N/A in the box below.

1. The name(s) of the employer(s) where you gained this experience
2. The type of audience you assessed
3. The actual duties you performed
4. Your level of responsibility

**\*QUESTION 12**

If you have selected the level of performance pertaining to college coursework, please provide your responses to the items listed below. If you indicated you have no education/training related to this work behavior, type N/A in the text box below.

1. College/University
2. Course Title
3. Credits/Clock Hours

**\*QUESTION 13**

**WORK BEHAVIOR 2 - CARE PLANS/CARE MANAGEMENT**

Develops person-centered care plans and provides care management services to consumers and their families by making telephone calls, home visits, and reassessments to meet each consumer's needs and assist them in obtaining the services/supports. Maintains a caseload of consumers receiving the services/supports and completes ongoing case documentation.

**Levels of Performance**

Select the "Level of Performance" which best describes your claim.

- A. I have experience developing person-centered care plans AND providing care management services to consumers and their families by making telephone calls, home visits, and reassessments to adults 60 years of age or older AND I maintained a caseload AND completed ongoing case documentation.
- B. I have experience developing care plans AND providing care management services by making telephone calls, home visits, and reassessments for a population/audience in any human service profession/area AND I maintained a caseload AND completed ongoing case documentation.
- C. I have experience performing limited aspects of this work behavior in a direct services capacity.
- D. I have successfully completed college-level coursework related to gerontology, nursing, sociology, or psychology.
- E. I have NO experience or coursework related to this work behavior.

**\*QUESTION 14**

In the text box below, please describe your experience as it relates to the level of performance you claimed in this work behavior. Please be sure your response addresses the items listed below which relate to your claim. If you indicated you have no work experience related to this work behavior, type N/A in the box below.

1. The name(s) of the employer(s) where you gained this experience
2. The type of care plans you developed and for whom
3. The actual duties you performed
4. Your level of responsibility

**\*QUESTION 15**



If you have selected the level of performance pertaining to college coursework, please provide your responses to the items listed below. If you indicated you have no education/training related to this work behavior, type N/A in the text box below.

1. College/University
2. Course Title
3. Credits/Clock Hours

**\*QUESTION 16**

**WORK BEHAVIOR 3 - COORDINATION OF SOCIAL SERVICE RESOURCES**

Assists consumers in utilizing available resources by working in close cooperation and coordination with staff in other social service agencies, hospitals, clinics, courts, other service providers, and the community for the purpose of meeting the needs of the consumers and providing continuity for others who work with the consumer; provides information about, and refers consumers to, appropriate social service organizations.

**Levels of Performance**

Select the "Level of Performance" which best describes your claim.

- A. I have experience individually assisting consumers in utilizing available resources by coordinating with other social service agencies, hospitals, clinics, courts, other service providers, and the community AND I provided information about, and referred consumers to, appropriate social service organizations.
- B. I have experience assisting consumers in utilizing available resources by coordinating with other social service agencies, hospitals, clinics, courts, other service providers, and the community AND I provided information about, and referred consumers to, appropriate social service organizations under the direct guidance of a supervisor or manager.
- C. I completed a college internship related to this work behavior.
- D. I have successfully completed college-level coursework related to gerontology, nursing, sociology, psychology, or counseling.
- E. I have NO experience or coursework related to this work behavior.

**\*QUESTION 17**

In the text box below, please describe your experience as it relates to the level of performance you claimed in this work behavior. Please be sure your response addresses the items listed below which relate to your claim. If you indicated you have no work experience related to this work behavior, type N/A in the box below.

1. The name(s) of the employer(s) where you gained this experience
2. The type of agencies, providers, or groups you coordinated with
3. The actual duties you performed
4. Your level of responsibility

**\*QUESTION 18**

If you have selected the level of performance pertaining to college coursework, please provide your responses to the items listed below. If you indicated you have no education/training related to this work behavior, type N/A in the text box below.

1. College/University
2. Course Title
3. Credits/Clock Hours

\* Required Question