

JOB DESCRIPTION: ADRC Navigator

DEPARTMENT:	Service	SALARY LEVEL: hourly, full-time with benefits
SUPERVISOR'S TITLE:	Program Manager	NON-EXEMPT
PREPARED BY:	Executive Director	
APPROVED BY:	Board of Directors	DATE: April 22, 2020 UPDATED:

DEFINITION

Under the supervision of the Program Manager, the ADRC (Aging and Disability Resource Connection) Navigator will provide information and referral services, meet with consumers to complete service intakes, and provide options counseling and short-term service coordination using a person-centered approach. The ADRC navigator also assists the Executive Director and Program Manager in coordinating with other ADRC partners to implement a “No Wrong Door” system of service delivery.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provide enhanced information and referrals by working with the consumer to identify the individual’s long and short term needs, identifying resources to meet those needs, providing referrals to identified resources, and, where appropriate, following up to ensure that a consumer’s needs have been met.
- Take referrals from FREED staff and community partners and provide “warm handoffs” to streamline access to long term services and supports for people with disabilities, older adults, caregivers, and family members.
- Complete ADRC intake and conduct risk assessments with people with disabilities and older adults, and make referrals to the appropriate organizations, agencies, services and programs.
- Provide Person-Centered Options Counseling and Short Term Service Coordination through an interactive decision-support process whereby consumers are presented with as full range of options and are supported in their deliberations to determine appropriate long-term care choices in the context of the consumer’s needs, preferences, values, and individual circumstances with a focus on diversion from institutional settings and community living supports.
- Become familiar with all aspects of FREED’s consumer driven programs in order to assist consumers in understanding their level of independence on a continuum as well as their service needs.
- Obtain, evaluate, and document comprehensive information related to community based long term care services and develop a framework of possible options available that allow individuals and stakeholders to make informed choices
- Work collaboratively with community partners including Agency on Aging Area 4, Health Human Services including Adult Services, and other organizations to develop a “No Wrong Door” system for individuals to access long term services and supports where whichever organization they contact act as a one-stop resource center.
- Become involved with at least one community awareness/education and systems advocacy project.
- Provide follow up phone calls to ensure consumer satisfaction and continuity of services.
- Maintaining accurate, comprehensive and confidential case records of services requested and provided utilizing FREED’s consumer service records policies and procedures, and standards,

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indicators and assurances as required in Title VII of the Rehabilitation Act and corresponding regulations.

- Submit all required records and reports in an accurate, legible and timely manner.
- Other related duties as assigned

QUALIFICATION REQUIREMENTS

The requirements listed below are representative of the knowledge, skill and/or ability desired. **Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**

- **EDUCATION AND/OR EXPERIENCE**

High School graduate or GED and three (3) years of experience providing services to people with disabilities. Experience and knowledge in communicating with people with disabilities is preferred. The person should have knowledge of office procedures and clerical practices. Experience with word processing and database programs is preferred.

- **SKILLS**

Ability to read, write, spell, analyze and interpret written materials appropriate for the execution of this position. Ability to respond to common inquiries from consumers, their families or the general public. Ability to effectively present information to people entering or telephoning FREED's office. Ability to assess needs, problem solve, and use good judgement to assist consumers in connecting to services. Ability to work cooperatively as a team member with other staff.

- **STRESS LEVEL**

Moderate to high. This person is expected to think clearly in emergencies and complete work with deadlines.

- **OTHER SKILLS AND ABILITIES**

Understanding the concepts of independent living. Confidentiality is a must. Ability to exercise initiative, ingenuity and sound judgment in administrative, technical or personnel matters. The position calls for basic computer skills in word processing and data base programs.

Bilingual in Spanish and English desirable. Knowledge of ASL desirable.

Ability to become conversant in the Olmstead Decision and Americans with Disabilities Act.

- **WORK ENVIRONMENT**

The noise level of the office working conditions is low to moderate.
Mostly indoors.
Moderate amount of local travel.

- **EQUAL OPPORTUNITY EMPLOYER**

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FREED is committed to providing an environment that is free from discrimination and harassment based on race, age, creed, color, religion, national origin or ancestry, sex, gender, disability, veteran status, genetic information, sexual orientation, gender identity or expression, or pregnancy. FREED is an equal opportunity/equal access/affirmative action employer fully committed to achieving a diverse workforce and complies with all Federal and State laws, regulations, and executive orders regarding non-discrimination and affirmative action.

- **BACKGROUND CHECK**

FREED strives to provide a safe environment for staff, consumers, and volunteers. To support this environment and comply with applicable laws and regulations, FREED conducts background checks. The type of background check conducted may vary by position and can include, but is not limited to, criminal (felony and misdemeanor) history, and sex offender registry.

Signed:

Employee

Date

Supervisor

Date

04/07/2020