



## Job Description

<b>Title:</b> Person-Centered Counselor	<b>Location(s):</b> Syracuse Office and/or Oswego Office
<b>Department/Program:</b> Consumer Directed Services	<b>Supervisor/Title:</b> Assistant Director of Consumer Directed Services
<b>FLSA Classification:</b> Fulltime/Hourly Non-exempt	<b>Required Credentials:</b> None
<b>Drive on Agency Business:</b> Yes. May be required to use your own vehicle on Agency business.	<b>Work Environment:</b> Work within the Main Office in a building with elevator. No outdoor requirement.

**Our mission is to work with people of all abilities to create a fair and just community in which everyone can fully participate.**

**This position's department:** The Consumer Directed Services department provides supports to individuals who need assistance with a variety of in-home tasks, based on specific home care needs, so they can stay in their own home and have their family and friends care for them. ARISE serves Onondaga, Oswego, and Cayuga Counties for approved individuals.

### Position Summary:

The Person-Centered Counselor (PCC) serves as an advocate and coach to Veterans authorized to receive services through the Veteran Directed Care (VDC) program. VDC serves Veterans of all ages and with all types of disabilities who are enrolled in the VA health care system and are in need of nursing home care. The VDC program provides Veterans the opportunity to receive home and community-based services (HCBS), supporting them to live independently in their homes. Veterans manage their own monthly budget to directly hire workers and/or purchase goods and services to meet their needs in their home and community. In partnership with the Veterans Affairs Medical Center (VAMC), the PCC supports the Veteran's care and service planning.

### Job Responsibilities:

- Educate Veterans on the VDC program.
- Conduct person-centered assessments.
- Support the Veteran to create and manage their spending plan using person-centered approaches.
- Support the Veteran in the role of employer and engage in ongoing monitoring of Veterans' receipt of services.
- Work with the Veteran to assess, identify, coordinate, and monitor supports and services on an ongoing basis.
- Provide ongoing advisement and support to Veterans, their families, and caregivers.
- Monitor all VDC spending along with the Veteran and VAMC.
- Accurately document and report information in a timely manner to management and/or Quality Improvement.
- Monitor, maintain and audit program files to ensure compliance with regulatory requirements.
- Attend and participate in interdepartmental meetings and meetings with funding representatives, as needed.
- Uphold the codes of conduct and ethics, as well as all ARISE policies and procedures.
- Exercise sound judgment and hold protected health information and other sensitive information in the strictest of confidence in accordance with ARISE and HIPAA policies.

### Required Skills/Capabilities:

- Excellent verbal and written communications skills, organizational and record keeping skills
- Demonstrated computer proficiency; ability to learn new software
- Familiarity with home health care services and regulations
- Clean driver's license and registered, inspected, insured and reliable transportation
- Successful completion of pre-employment screenings

**Education and Experience:**

- Bachelor's degree in human services or related field, or an equivalent combination of experience and education

**Confidentiality:** High-level confidentiality is required for access to all organization records.

**Safety Compliance:** Office functions are performed while maintaining a safe work environment.

**Physical Requirements Essential for Safe and Effective Job Performance:**

- Ability to successfully remain sitting or working at a desk for prolonged periods.
- Vision sufficient to maintain a New York State Driver's License and constant use of a computer.
- Speech and hearing sufficient for communication.
- Ability to successfully work on a computer as a significant responsibility.
- Full range of motion to move safely in the office and outside locations which may not have accommodation.
- Must be able to lift, push, pull, walk, stoop, reach in all directions to move freely and quickly within any area.
- Must be able to lift or move items necessary for events and other related activity.
- Ability to travel in your own vehicle to all job-related out-of-office functions or meetings as required.
- Ability to report on time and remain for overtime as needed.

*Please note this Job Description is not designed to be an all-inclusive listing of responsibilities required for successful performance. Duties and responsibilities may change at any time with or without notice to respond to current business needs.*