

Position: Senior Care Advocate



Position Summary:

Under the direction of the Director of Support Services, performs functions related to client service management, assessment and reassessment. Position is responsible for all services delivered to the participants of HMS Senior Program. Also performs administrative support tasks such as data entry, end of the month reports and invoicing duties, document preparation, and provides support to Director of Support Services, and senior center site coordinators and leads as needed.

The Senior Care Advocate is responsible for the delivery of quality service and positive interaction with our customers, visitors, and HMS employees in a courteous, respectful and professional manner.

Position Accountabilities:

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed, as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

1. Assessments and reassessments of participants for congregate and home-delivered meals.
2. Maintain participant files in accordance with Non-Metro Area Agency on Aging and HMS policies and procedures.
3. Conduct in-home, face-to-face assessments using the Non-Metro AAA Assessment Workbook for consumers interested in utilizing senior program services. Submit documentation to the Non-Metro Area Agency on Aging, adhering to contractual deadlines.
4. Drive an HMS company vehicle
5. Maintain an unrestricted license
6. Educate participating consumers and members of the individuals authorized support network on rights, responsibilities, and resources available to assist in maintaining the participant's independence in the home.
7. Responsible for having working knowledge of program policies and procedures.
8. Will assist program team members in maintaining Performance Tracking- Social Assistance System (SAMS) database to include roster maintenance, unit entry, and completion of participant assessments.
9. Evaluation of needs, met and unmet, of the homebound and at-risk participants. Responsible to document all referrals, information, and assistance provided.
10. Conduct outreach to the elderly in the community and outlying areas to encourage utilization of Senior Program Services.

11. Will support Director of Support Services in completing program operational and financial reports, ensuring that they are accurate, and submitted by required due dates.
12. Will provide support with daily operations of program and staff, as needed.
13. Will support Director of Support Services in the development and management of all socialization and health related activities at the senior centers.
14. Attend staff and training meetings as necessary.
15. Adhere to all safety standards and regulations.
16. Other related duties as assigned.

Minimum Qualifications:

- High school diploma or equivalent required.
- Minimum one year experience with similar responsibilities.
- Ability to maintain effective working relationships with all employees.
- Ability to communicate clearly and concisely orally and in writing.
- Ability to communicate effectively with the elderly.
- Valid, Unrestricted NM Driver's License

Required Skills:

Bilingual English/Spanish preferred, but not required

Must have excellent customer service skills

Self-directed, detail oriented, and able to organize and manage multiple tasks/projects simultaneously

Demonstrated skills in verbal and written communication

The ability to meet deadlines

Ability to promote and build teamwork

Must have a working knowledge of WORD and EXCEL

Must be able exercise critical thinking and excellent judgment

Must be able to work well under pressure and with minimal supervision

To Apply:

Completed HMS Employment Application may be emailed to jobs@hmsnm.org or

Dropped off or mailed:

1105 N. Pope Street, Building C, Silver City, NM 88061

or

530 De Moss Street, Lordsburg, NM 88045

For more information call 575-247-6036