

POINT OF ENTRY ASSISTANT

255-D

DISTINGUISHING FEATURES OF THE CLASS: This position involves work in support of SULLIVAN NYCONNECTS: *Choices for Long Term Care* at the Office for the Aging with emphasis on providing comprehensive and unbiased information and assistance to consumers, caregivers and professionals regarding long term services and supports. The work is performed under the supervision of the Point of Entry Coordinator and the general supervision of the Director of the Office for the Aging. Services are carried out at the Office for the Aging offices and throughout the County.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Provides personalized information through correspondence by mail and email as follow-up to telephone and face-to-face interviews to assist individuals in understanding their Long Term Services and supports options;

Without regard to income or payor source, screens individuals utilizing the State-designated screening tool in order to preliminarily identify the following: individual and/or caregiver needs; resources and available supports (e.g., caregiver, informal supports); possible financial/programmatic eligibility for Medicaid and other public benefits and type of services and resources that may best meet the needs of the individual and/or caregiver;

Provides information and assistance to individuals regardless of income or payor source about Long Term Services and Supports options;

Researches and/or identifies necessary services and provides additional support directly to the individual;

Collects, enters and stores electronically required information on client data;

Offer Person-Centered Assistance/Options Counseling to individuals who require and/or request support and assistance with decision making regarding their current or future Long Term Services and Supports needs, without regard to age, income or payor source;

Assists individuals and/or their families explore various options (both public and private), including exploration of self- directed options and caregiver supports, if available and appropriate;

Engages in activities to help streamline eligibility for Medicaid and other public benefits for those who may be eligible and provide application assistance as appropriate;

Facilitates safe transitions for individuals transitioning from one setting to another. Must maintain current and accurate information on available care transitions programs, provide information and assistance and establish partnerships that support care transitions activity;

Maintains comprehensive and current resource listing of Long Term Services and supports, programs and providers in the State's NYCONNECTS Resource Directory website;

Assists with on-going education and awareness campaign about Long Term Services and Supports to educate all individuals, their caregivers, family members and helping professionals about NYCONNECTS and its expanded role as a resource hub for information and assistance for all Long Term Services and Supports needs;

May perform other duties as required.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARAC-

TERISTICS: Good knowledge of long term care programs and community resources for the elderly, chronically ill and disabled; good screening and interviewing skills with emphasis on providing assessment and referral services; good knowledge of public benefit programs and their eligibility criteria; strong customer service skills with empathy in handling sensitive human problems and cultural diversity issues; good knowledge of the characteristics, needs and interests of older persons and persons with disabilities; superior ability to express oneself clearly, both orally and in writing; and ability to operate a personal computer including data entry.

MINIMUM QUALIFICATIONS: Either

- (A) Satisfactory completion of 60 credit hours from a regionally accredited or New York State approved college or university and three (3) years of work experience involving face-to-face client contact in a human service agency or program; or
- (B) Graduation from high school or possession of a high school equivalency diploma and five (5) years experience as outlined in (A) above.

NOTE: *Must possess and maintain a valid driver's license.*

NOTE: Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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Placed in CLASPLAN: 9/18/15
Last Reviewed:
Jurisdictional Class: Competitive
Public Hearing: N/A
NYS Civil Service Commission Approval: N/A

Revised and Replaced in Classplan: 2/28/2023
Revised and Replaced in Classplan: 5/12/2025