

## POINT OF ENTRY COORDINATOR

255-B

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative position involving responsibility for the planning and implementation of a long term single point of entry assessment and case management program to assist in seeking community based alternatives to institutional type services for the elderly and chronically ill residents of Sullivan County. The position involves working with other key long term care agencies and service providers in the County in order to streamline procedures for intake, assessment, referral and case management to improve quality customer service and to ensure that clients receive appropriate care and services. The work is performed under the general direction of the Director of the Office for the Aging with wide leeway for the exercise of independent judgment in planning and carrying out the details of the work.

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.*

Plans, organizes and coordinates the various functions comprising the long term care Point of Entry program designed for the community;

Interprets Federal, State and local policies on eligibility and operations as they pertain to Point of Entry Program;

Supervises the staff in the Point of Entry program and is involved in hiring, training, assigning work and in evaluating work performances;

Coordinates eligibility assessments of individuals referred for long term care services, including consulting with clients, family members and community agency representatives, along with other designated staff;

Streamlines the procedures for intake and screening to provide a single, coordinated, countywide,

comprehensive screening process (social, medical, financial) for all individuals who need long term care;

Establishes partnerships with service providers and develops written agreements and contracts needed for Point of Entry system services;

Develops and maintains on database a comprehensive resource listing of long term care services, programs and providers;

Researches available long term care services to identify strengths, weaknesses, gaps and overlaps in the continuum of care of participants in the Point of Entry system;

Chairs meetings of Long Term Care Council;

Annually updates the Point of Entry System Procedures Manual in order to establish uniform practices which provide the opportunity for accurate statistics and the resources to assess clients comprehensively;

Maintains effective relationships with advisory committees, the provider and consumer community, the Office for the Aging Director and the County administration;

Coordinates outreach, education and public awareness campaigns throughout the County about planning for long term care, preparing financially for long term care and promoting personal choice;

Responsible for preparation and monitoring of unit annual budget;

Collects and stores data electronically for the generation of reports, transfer of information to authorized agencies, billing, tracking and analysis of data for program improvements;

Maintains records and prepares reports required by specific programs as necessary.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARAC-

TERISTICS: Thorough knowledge of long term care programs and community resources utilized to aid the elderly and chronically ill of all ages; good knowledge of State and local policies and regulations related to central assessment and long term care services; good knowledge of the characteristics and needs of the elderly and chronically ill; good knowledge of governmental budgeting procedures; good knowledge of public information and public relations techniques; working knowledge in the use of personal computers, data processing techniques and their applications; ability to plan, coordinate and evaluate a comprehensive long term care program; ability to express oneself clearly and concisely, both orally and in writing; ability to plan and supervise the work of others and to evaluate their performance; ability to understand and empathize with the needs and concerns of the elderly, sick and/or disabled; resourcefulness; tact; courtesy; and integrity.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree or higher and three (3) years of experience in performing assessment of client needs or planning of client services in a health related or human service agency, one year of which must have been in a supervisory or administrative capacity; or
- (B) Completion of sixty (60) credit hours of coursework from a regionally accredited or New York State registered college or university and five (5) years of experience as described in (A) above, one year of which must have been in a supervisory or administrative capacity; or

(C) An equivalent combination of training and experience as described in (A) and (B) above.

*NOTE: Candidate must possess and maintain a valid appropriate class 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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Originated: 10/25/06

Jurisdictional Class:Competitive

Public Hearing: N/A

NYS Civil Service Commission Approval: N/A

Revised in Draft "Z" on 10/30/06  
Placed in Classplan Book on 10/31/06  
Revised in Classplan Book on 12/19/06  
Revised in Classplan Book on 01/09/07  
Revised and Replaced in Classplan: 2/28/2023  
Revised and Replaced in Classplan: 5/12/2025 (Edu)