

**AgeGuide Northeastern Illinois** is accepting applications through **August 19, 2022**, for the position of:

### **VETERANS OPTIONS COUNSELOR**

**AgeGuide** is well respected and well-established non-profit company serving older adults and their families living in the collar counties of DuPage, Grundy, Kane, Kankakee, Kendall, Lake, McHenry, and Will is seeking an Options Counselor. This position, in conjunction with the Veterans Independence Program Staff, provides options for veterans to allow them to live independently in their homes and communities by assisting the veterans to self-direct their care and manage their resources through their participation in the Veterans Independence Program (VIP) by performing the following duties.

#### **Essential Duties and Responsibilities**

The essential functions include but are not limited to the following:

- Work with the veteran to gain access to needed services.
- Conduct initial, annual, and needs-based reassessments with each veteran.
- Complete a monthly check-in with veterans and family via phone, email, or in-person visits.
- Assist the veteran in developing a service plan with the veteran/authorized representative.
- Educate and support the veteran/authorized representative in their role as an employer.
- Works with the veteran to develop an emergency backup plan.
- Monitors the services included in the veteran's budget in conjunction with the veteran.
- Works with the veteran to assess the appropriateness of the provided care.
- Report suspected abuse, neglect, and exploitation cases to the appropriate agencies.
- Maintain veterans' files, both paper and electronic.
- Attend and participate in VIP training and monthly meetings with partner agencies.

#### **Community Outreach and Training**

- Maintain an Agency on Aging presence, representing the interests of the agency and the populations we serve before local agencies, organizations, governmental bodies, legislative offices, etc.
- Conduct outreach to local VAs, VACs, and other Veteran Services organization providers.
- Participate in the My VA Communities initiatives in PSA 02.
- Assist with training local VAs, VACs, other Veteran Services organizations, and Veterans on the aging network and available services.
- Assist with training on VA benefits, military culture, and other Veteran specific competencies to the Aging Network
- Attend other relevant training and conferences to ensure ongoing continuing education pertinent to Veteran benefits, services, and Veteran specific issues
- Serve as an Area Agency on Aging point of contact for Veteran inquiries

#### **Qualifications and Skills**

- Bachelor's degree in Human Services, Social Work, or other related fields or substantial equal involvement in similar roles in this field
- The position requires you to drive to the Veteran's home to conduct assessments, follow-up visits, reassessments, and annual reassessments. Applicant needs a valid Illinois Driver's License.

The ability to use a navigational device or read a map for directions to and from appointments. Be comfortable with in-home assessment processes.

- Excellent oral and written communication skills, communicating information clearly and concisely.
- Strong interpersonal skills, including the demonstrated ability to collaborate effectively with team members, Veteran family members, VAMC staff, and community VA stakeholders.
- Proficiency in Microsoft Office programs, including Outlook, Word, Excel, Teams, and PowerPoint.
- Proficiency in working in database systems and using video conferencing platforms.

### **Competencies**

- **Communication:** Excellent communication skills, the ability to explain a process to the Veteran in simple terms and relay vital information between the Veteran, VAMC social worker, and Veteran family member.
- **Advocacy:** The ability to advocate on behalf of the Veteran to ensure they are getting the care they need, and the services are being provided.
- **Empathy:** The ability to relate to the Veteran, build trust, and understand their backgrounds, feelings, and what matters most in their care.
- **Collaboration and Teamwork:** The ability to collaborate with the Veteran while developing the care plan. Connecting the Veteran to additional Community-Based resources that could enhance their care.
- **Flexibility:** The ability to be flexible when a Veteran's care plan is not addressing their health needs and needs to be adjusted.
- **Organization and Time Management:** The ability to manage multiple tasks, phone calls, and emails during the workday to promptly address issues or concerns. The ability to stay organized can help increase efficiency on the job.
- **Critical Thinking:** The ability to thoroughly understand issues, problem-solve barriers to care, and find creativity was to meet the Veteran's care needs

This is a full-time salaried position with excellent Health, Dental, 401k, Life & Pension benefits. Salary is commensurate with experience. AgeGuide is an equal opportunity employer. Older persons and minorities are encouraged to apply. *Ideal candidate will start on or before **September 15, 2022.***

**For immediate consideration, applicants MUST apply with a cover letter, references and salary requirement along with a current resume to Jeri Colucy, Director of Human Resources at [jcolucy@ageguide.org](mailto:jcolucy@ageguide.org).**

**Requested information must be submitted electronically by Friday, August 19, 2022.**