

Department of Human Resources
Carroll County Government
225 North Center Street, Room 100
Westminster, Maryland 21157
410-386-2129



Currently accepting applications for:
Program Specialist
Bureau of Aging and Disabilities
An Equal Opportunity Employer

Program Specialist – Maryland Access Point Options Counseling – Bureau of Aging and Disabilities

\$45,115 annually (\$21.69 hourly) 40 hours per week, contractual position

Hours are typically Monday through Friday from 8:00 am – 5:00 pm

This position will remain open until filled; first review of resumes occurs on 12/09/22.

The Bureau of Aging & Disabilities is seeking an experienced and outgoing social services professional to provide service delivery, program implementation and/or case management in Information & Assistance/Maryland Access Point (MAP) and other specified programs in accordance with Federal, State and local laws.

The MAP/I & A Program Specialist will be responsible for conducting appointments with clients, determining program eligibility, providing Options Counseling and Level One Screens to older adults and those with disabilities. The employee will be responsible for maintaining confidential client records and file management, providing services to customers, collaborating with community partners and attending program related meetings and trainings.

The ideal candidate for this opportunity will be organized and goal-oriented, possess excellent customer service abilities, and have strong written and verbal communication skills to work well with staff and community partner agencies. The candidate will be able to assess client needs, answer questions, solve problems and make appropriate referrals to needed resources and programs. Experience working with older adults and adults with disabilities preferred

See next page for the full job description

Qualifications:

1. Bachelor's degree with major coursework in gerontology, social work, or related field
2. Two years' experience in case management or program implementation
3. Valid driver's license
4. Requires criminal background check as condition of employment

**A comparable amount of training and experience may be substituted for the minimum qualifications*

Benefits of working for Carroll County Government:

- ✓ Low-cost, no deductible healthcare plans (including prescription and vision)
- ✓ Paid holidays
- ✓ 40 hours of paid time off

How to apply:

- Apply online: <https://careers.carrollcountymd.gov/openings/>
- Pick up an application in our office: 225 N. Center Street, Room 100, Westminster, MD 21157
- Request an application by calling our office or sending an email to: jobs@carrollcountymd.gov
- Applications must be submitted by 5:00 pm on the date the job closes
- Applications are **not** accepted by fax or email

Posted 11/30/2022
(23-46)

The County Commissioners of Carroll County recognize the rights of all people, including County employees, to equal opportunity. Discrimination against County employees on the basis of age, religion, gender, race, color, national origin, sexual orientation, marital status, physical or mental disability is strictly prohibited. The Americans with Disabilities Act, Titles I and II, applies to County government employment. If you have questions, suggestions, or complaints, please contact Kristy L. Bixler, Director and Carroll County Government Americans with Disabilities Coordinator for employment, at the Department of Human Resources (410-386-2129) or Md. Relay 711/800-735-2258. The mailing address is 225 North Center Street, Westminster, MD 21157.

PROGRAM SPECIALIST – MARYLAND ACCESS POINT

GENERAL RESPONSIBILITIES

Provide service delivery, implementation, and/or case management for any or all of the following programs: Maryland Access Point (MAP) Options Counseling grants, under general supervision, in accordance with Federal, State, and local laws.

ESSENTIAL TASKS include the following; other duties may be assigned.

1. Provide service delivery of specified program(s) and project(s)
2. May perform case management, determine eligibility, conduct appointments and field visits, as required
3. Assess client needs, collect data, analyze complaints, provide information, answer questions, and make referrals
4. Provide MAP Options Counseling, benefits screenings and Level 1 Screens to older adults and individuals with disabilities seeking long term services and supports
5. Complete MAP Options Counseling and Level 1 Screen training as required
6. Receive, investigate, and resolve problems
7. Compose, prepare, and process reports, correspondence, and required literature
8. Establish, organize, and maintain files and computer records management/file systems
9. Apply knowledge of and responds to questions regarding ordinances, regulations, policies, procedures, and practices
10. Develop and maintain effective working relationships with community agencies
11. Perform related duties as to specific assignments
12. Any employee may be identified as Essential Personnel during emergency situations.
13. Provide service to customers by answering questions, providing information, making referrals, and assuring appropriate follow-through and/or resolution
14. Communicate with managers, supervisors, co-workers, citizens, and others, maintains confidentiality; and represents the County

EDUCATION AND EXPERIENCE

1. Bachelor's degree with major course work in gerontology, social work, or related field
 2. Two years' experience in case management or program implementation
- * A comparable amount of training and experience may be substituted for the minimum qualifications.

CERTIFICATES, LICENSES, REGISTRATIONS

1. Valid driver's license for field visits
2. Requires criminal background check as condition of employment

KNOWLEDGE, SKILLS AND ABILITIES

1. Read and comprehend instructions, regulations, correspondence, and memos
2. Write reports and business correspondence
3. Present information and respond to questions from employees, groups of managers, clients, customers, and general public
4. Define problems, collect data, establish facts and draw valid conclusions
5. Work with detail, problem solve and communicate problems
6. Respond to inquiries and complaints from employees and citizens
7. Follow detailed written or oral instructions
8. Use computer software programs and/or other applications