**Maryland Access Point (MAP) Coordinator**

**Grade: C06**

**FLSA: Non-Exempt**

**Date: 8/23**

**Job Summary:** The MAP Coordinator works within St. Mary’s County Department of Aging & Human Services Division of Home & Community-Based Services (HCBS) for development and coordination of the St. Mary’s County Maryland Access Point/Aging & Disability Resource Center (MAP/ADRC) site, serving adults who are aging, and those with disabilities.

**Essential Functions:**

1. Coordinates a system that provides intake, screening, information, referrals, resources, options, direction, and support;
2. Interviews individuals and family members in person and by telephone to assess their medical, social, and financial needs and then informs them of available programs/services for which they may be eligible;
3. Assists consumers in applying for and accessing services, encouraging self-advocacy;
4. May make home visits to assess needs of consumers who are unable to leave their home without significant difficulty;
5. Visits residents of nursing facilities who are referred and would like information about alternatives to long-term care;
6. Establishes and maintains partnerships and open communication with other community agencies that may also serve the same population;
7. Oversees accurate and timely entry and reporting of data;
8. Maintains up-to-date and confidential consumer files and records;
9. Provides cordial, responsive, and professional customer service;
10. Provides training opportunities for partnering agencies;
11. Develops and implements an outreach program to inform the community and partnering agencies about the MAP/ADRC site and the services offered;
12. Attends all related meetings, trainings, webinars, and in-service opportunities related to the MAP/ADRC Program;
13. Work effectively with the general public;
14. Handles consumer needs as requested by the Division Manager or Department Director;
15. Supports family and caregiver training/education;
16. Supports the HCBS Division and the Department in a positive manner;
17. Performs other duties as assigned.

**Required Knowledge, Skills, and Abilities:**

1. Ability to operate relevant computer programs and tracking systems;
2. Ability to gain knowledge of Federal, State and Local regulations regarding assigned programs;
3. Ability to effectively communicate with other staff and members of the public in a courteous and caring manner;
4. Ability to prioritize and multitask;
5. Ability to use available resources to research information;
6. Ability to keep accurate records.

**Education and Experience:**

1. Bachelor’s Degree and;
2. Three years or more of experience directly serving older adults and/or people with disabilities or additional education in a specialized area; or equivalent technical training, education, and/or experience
3. Valid Driver’s License

**Physical and Environmental Conditions:**

1. Work requires no unusual demand for physical effort.
2. The work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, meeting and training rooms.

**Special Requirements:**

1. Subject to criminal background investigation

The above job description is not intended as, nor should it be construed as exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

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HR Representative Date

Your signature below indicates that you have received a copy of this position description.

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Employee’s Signature Date