



**Job Title:** Aging Resource Compliance Technician  
**Department:** Aging Resources  
**Reports To:** Derissa Gore, Aging Resource Compliance Officer  
**FLSA Status:** Full-time Non-Exempt  
**Recruitment Rate:** \$15-\$18/hr  
**Prepared By:** Jennifer Sherman  
**Approved By:** Yvette Gosline  
**Last Modified:** 2022/July

## Job Summary

- Assist the Aging Resource Compliance Officer (ARCO) with overseeing compliance for all Home and Community Care Block Grant programs and services with the exception of Evidence-based programs.
- Assist with collecting and reviewing (DAAS 101) Client Registration Forms for completion and accuracy for all Home and Community Care Block Grant programming and services.
- Assist with entering all Home and Community Care Block Grant funded units for upload into the State ARMS database by the 11th of each month for reimbursement.
- Assist with routing inaccurate data and reports to the appropriate staff for corrections and shadow personnel as requested by supervisor providing additional training and support.
- Assists upon request in strategic and program planning, program design and implementation, and other program development activities.
- Actively support BSRI's mission statement and adhere to policies and procedures.

## General Accountabilities

- Keying information into SERVtracker and ARMS databases by deadline.
- Preparing and processing correspondence, reports, data materials and other documents.
- Collecting and reviewing unit of service reports for completion and accuracy.
- Generating printouts for errors and perform statistical checks for accuracy.
- Route inaccurate data and reports to appropriate staff for corrections with assessment of additional training.
- Shadow personnel as requested by supervisor providing additional support and training for compliance and processes as needed.
- Attend monthly nutrition coordinator meetings to ensure compliance and support.
- Servtracker setup, maintenance, and training for all programs and services as requested by supervisor.
- Maintain files according to agency procedures to include daily filing and record procedures.
- Quarterly progress reports and site visits with GSATS, contracted general transportation vendor, to maintain grant compliance.
- Support ARCO as general transportation program lead; the point of contact with subcontractor, monitor as needed to ensure compliance, and required HCCBG documentation.
- End-of-year HCCBG monitoring for all funded programs, i.e., Home Delivered Meals, Congregate, In-Home Aide, and Adult Day Care as requested by supervisor.

- Support the Aging Resource department upon request by supervisor with all programs and services, i.e., assessments, reassessments, information and assistance, special projects, and fundraisers.
- Attend the minimum 12 hours of required training. Travel may be required. Must have own available transportation, when company vehicle isn't available.
- Performs other related duties as assigned or requested by supervisor.

### **Job Qualifications**

- Bachelor's Degree in a field related to the area of assignment and two years of related program experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

### **Competencies**

- Written Communication - Writes clearly and concisely; Edits work; Presents data effectively; Able to read and interpret written information.
- Oral Communication - Speaks clearly and persuasively; Listens and gets clarification when necessary; Responds informatively to questions; Participates in meetings.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes tasks.
- Professionalism - Approaches others in a polite and tactful manner; Maintains composure and reacts well under pressure; Treats others with respect and consideration; Accepts responsibility for own actions; Follows through on commitments.
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance.
- Teamwork - Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others.
- Ability to multitask, plan and organize with the ability to complete tasks on deadline, under pressure.
- Ability to prioritize with close attention to detail.
- Competent in solving problems, maintaining confidentiality, producing quality and reliable work.

### **Skills in:**

- Using a computer and related software programs.
- Using general office equipment.
- Managing databases.
- Preparing formal documents and reports.
- Developing and implementing programs.
- Execute policies and procedures.
- Teaching and training employees, interns, volunteers and clients.
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

**Licenses and Certifications**

- Valid North Carolina Driver's License.

**Supervises: Level I**

- May oversee intern, temporary and/or casual workers.

**Comment**

- Will utilize a working knowledge of unit or department systems and procedures to carry out assignments.
- Works under direct supervision.