



Job Title: Options Counselor, VDC Program
Reports To: Assistant Director
FLSA Status: Full-Time, Non-Exempt
Department: HCBS
Location: M4A - Hybrid

Position Summary: Options Counselor, Veteran-Directed Care Program

Provides personalized counseling to Veterans enrolled in the Veteran-Directed Care (VDC) Program, which assists eligible Veterans at risk of nursing home placement. The Options Counselor educates Veterans about the VDC program, acting as both an advocate and guide. This role involves identifying needs, developing tailored Spending Plans, and coordinating ongoing support and services. The Options Counselor also oversees the management of the Spending Plan, ensuring proper spending in collaboration with the Veteran, the Financial Management Service (FMS), and the Veterans Affairs Medical Center (VAMC). Reports to the Assistant Director.

The Options Counselor must adhere to ethical behavior and HIPAA; establish and maintain positive working relationships; communicate effectively; and foster teamwork.

Essential Duties and Responsibilities:

The Options Counselor (Person Centered Options Counselor) will:

- Schedule a home visit within 3 business days of receiving a referral from the VAMC.
- Conduct a face-to-face meeting with the Veteran within 5 business days of the first telephone contact.
- Complete intake and enrollment within 10 business days of the initial phone contact with the Veteran.
- Finalize the assessment within 15 business days of the first contact.
- Submit the completed enrollment form to the VAMC within 21 days of the first phone contact, unless delayed at the Veteran's request.
- Provide ongoing case management through monthly phone check-ins and quarterly home visits.

Additional Responsibilities:

- Adhere to the policies and procedures of the Veteran-Directed Care (VDC) Program.
- Help Veterans understand their rights and responsibilities as outlined in the VDC Handbook.
- Monitor VDC spending alongside the Veteran, the Financial Management Service (FMS), the VAMC, and M4A Finance.
- Manage office tasks including follow-ups on referrals and service implementation for clients, maintaining and updating confidential client information, and entering file notes into the database as required.
- Perform fiscal duties as required by the VDC Program, ensuring accurate records of expenditures and generating monthly reports as needed.



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Knowledge, Skills, and Abilities

- Performs tasks independently with minimal supervision, using sound judgment to plan, achieve objectives, and advocate for clients, families, and community partners.
- Efficiently manages travel logistics, expense reporting, and task prioritization with a high degree of autonomy.
- Provides timely updates and reports to supervisors, with an emphasis on conflict resolution and problem-solving.
- Knowledgeable in HIPAA regulations, advanced Microsoft Office applications, relevant software tools, and eligibility criteria for Medicaid, Medicare, and VDC programs.
- Continuously updates knowledge of professional practices, community resources, and funding opportunities to support older adults and individuals with disabilities.
- Maintains all necessary certifications and completes required training in accordance with agency policies and program guidelines.
- Demonstrates strong organizational skills and attention to detail when managing schedules, services, communications, and advocacy efforts.
- Establishes and maintains trusting relationships with clients and their families, fostering collaboration in diverse situations.
- Effectively collaborates with internal departments, colleagues, and cross-functional teams.
- Builds and maintains professional networks with medical providers, contractors, and other external stakeholders.
- Proactively handles high-pressure or crisis situations, showing adaptability and resilience in response to change.
- Attends required trainings and meetings, ensuring compliance with regulations and staying informed on programmatic developments.

Education / Experience:

1. Bachelor of Arts (BA) or Bachelor of Science (BS) degree, preferably in human services related field, from an accredited college or university.
2. Have 3 or more years of experience working with older adults, people with disabilities, human services or general case management field. Experience with public benefits and programs, home visits, assessments, documentation, and government billing and/or compliance preferred.
3. AIRS certification preferred and required after one year of employment.
4. Criminal history background check required.



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Essential Functions / Physical Requirements:

The requirements below are required with or without reasonable accommodations:

- Ability to tolerate walking, standing, crouching, reaching, and sitting throughout the day.
- Ability to meet the attendance requirements for the position.
- Ability to drive to locations necessary to accomplish for position / program work.
- Ability to occasionally lift and/or move up to 10 pounds.

The statements contained above reflect general details as necessary to describe the essential functions of this job, the level of knowledge and skills required, but should not be considered an all-inclusive listing of work requirements. Please be advised that this document should not be construed, in any manner, as a contract of employment. Staff of M4A are “at-will” employees. I have read and understand the responsibilities and requirements of this position.