

B&B Care Services, Inc.	Policies and Procedures Title: Options Counselor Section: Nursing Facility Services	Policy Number: Origination Date: 02/2025 Reviewed: Effective Date: 02/2025
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JOB DESCRIPTION AND PERFORMANCE EVALUATION

TITLE: MDS-Q OPTIONS COUNSELOR

EMPLOYEE: _____ **MANAGER:** _____

I. SUMMARY OF JOB

The MDS-Q Options Counselor provides individuals in skilled nursing facilities, along with their families and caregivers, with information about available community living services and supports. The counselor assists in decision-making, referrals, and developing action plans to facilitate transitions from institutional settings to the community. This position is crucial in helping individuals make informed choices about their long-term care options while ensuring compliance with all relevant federal, state, and local regulations.

II. ROLES AND RESPONSIBILITIES

Options Counseling & Client Support

- Conduct interactive, person-centered decision-support sessions with individuals, families, and caregivers.
- Assess the individual’s needs, preferences, values, and circumstances to provide tailored recommendations.
- Provide accurate, timely, culturally appropriate, and useful information about community-based services.
- Conduct motivational interviewing techniques to strengthen individuals’ confidence in transitioning to community living.
- Develop individualized action plans to outline steps required for service access, support coordination, and follow-ups.

Referral & Transition Coordination

- Handle Minimum Data Set Section Q (MDS-Q) referrals and respond promptly to requests.
- Initiate first contact within one business day of receiving a referral and schedule face-to-face options counseling within ten business days.
- Collaborate with skilled nursing facilities, social workers, and discharge planners to coordinate transitions.
- Make referrals to transition coordinators for programs such as Money Follows the Person (MFP) or Nursing Home Transition (NHT) within five business days if eligibility criteria are met.
- Ensure that individuals receive follow-up support at least three times post-referral if they do not qualify for MFP.

Documentation & Compliance

- Maintain accurate and timely documentation in the DAS Data System within five business days of counseling activities.
- Complete and entered required reports, including Nursing Home Transition Screening Form, Action Plan Documentation, Risk Assessment Tools, and Case

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Notes.

- Ensure compliance with HIPAA regulations, state and federal policies, and organizational quality standards.
- Attend all training, certification programs, and quality assurance reviews as mandated by the Division of Aging Services (DAS).

Outreach & Education

- Provide community education and outreach on options counseling and transition services.
- Establish collaborative relationships with hospitals, community organizations, and long-term care facilities.
- Participate in resident council meetings at skilled nursing facilities at least once per year.
- Conduct a minimum of four outreach events per month to raise awareness about services and resources.

Mandatory Reporting & Ethical Standards

- Identify and report cases of suspected abuse, neglect, or exploitation as required by laws.
- Follow agency policies and procedures to uphold ethical and professional standards in service delivery.

III. QUALIFICATIONS

Education: Bachelor’s Degree, Associate’s Degree, or Registered Nurse certification required.

Experience: Minimum one year’s experience in Human Services, Social Work, or a related field.

Preferred experience in: case management or transition services, nursing home operations, Medicaid waivers and community-based service resources, person-centered planning.

Certification & Training Requirements:

- Must obtain AIRS Certification within 18 months of hire.
- Required to complete Options Counseling Certification through DAS, including coursework and an oral exam.
- Attend all required trainings, webinars, and continuing education programs.

Preferred Skillsets:

- Strong interpersonal and communication skills to build trust with clients and caregivers.
- Ability to analyze client needs and make appropriate service recommendations.
- Comfortable using mobile platforms and electronic data management systems.
- Ability to work independently, manage multiple cases, and prioritize tasks effectively.

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- Proficiency in problem-solving, critical thinking, and time management.

IV. PHYSICAL REQUIREMENTS

a. WORKING CONDITIONS

Work Setting: Office based, remote, and on-site at client locations.
Travel: Must have a valid driver’s license, current automobile liability insurance and reliable transportation for job-related travel.
Potential for heavy workloads with deadlines and at times can be stressful.

b. PHYSICAL DEMANDS

Prolonged sitting, computer use and visual concentration.
Occasionally lift up to 50 pounds for office materials.
Must have adequate vision and hearing (with or without accommodations).

EQUAL OPPORTUNITY EMPLOYER STATEMENT

B&B Care Services, Inc. is an Equal Opportunity Employer and prohibits discrimination based on race, color, religion, sex, national origin, age, disability, genetic information, veteran status, sexual orientation, gender identify, or any other legally protected status.

I have read and understand the job description for MDS-Q Options Counselor position and am able to perform the essential functions of the position.

Signature

Date

Administrator or Designate

Date

Name: _____ Date of Hire: _____ Evaluation Date: _____