



DETROIT AREA AGENCY ON AGING

Position: Support Service Specialist

Requirements/Responsibilities:

Associates degree or equivalent combination of education and experience in providing social service assistance to seniors and adults with disabilities. Excellent customer service, clerical, typing and data entry skills. Working knowledge of Microsoft Office products (MS Word, Excel and Outlook).

- Ensure non-emergency medical transportation is assured for requesting participants/members
- Open new nursing facility transition (NFT) or diversion episodes in the Compass system
- Coordinate transition moves with discharge planners, social workers, guardians, or designated representatives including obtaining discharge documentation for medical record
- Prepare authorization forms and forward to DAAA designated providers for transportation services and/or delivery of goods such as groceries, furniture, household supplies, and durable medical equipment
- Enter exception requests in Compass if needed for one-time transition costs that exceed budgeted amounts
- Document work in Compass by writing progress notes

Closing Date: Until filled

Interested applicants should forward a resume and cover letter to:

Human Resources
humanresources@daaa1a.org
(313) 446-4453