

**State of Michigan  
Civil Service Commission**  
Capitol Commons Center, P.O. Box 30002  
Lansing, MI 48909

**Position Code**  
1. DEPTALTE

## POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

<b>2. Employee's Name (Last, First, M.I.)</b>  	<b>8. Department/Agency</b> MICHIGAN VETERAN HOMES
<b>3. Employee Identification Number</b>  	<b>9. Bureau (Institution, Board, or Commission)</b> Michigan Veteran Homes
<b>4. Civil Service Position Code Description</b> Departmental Analyst-E	<b>10. Division</b> D.J. Jacobetti Home for Veterans
<b>5. Working Title (What the agency calls the position)</b> Admission Coordinator	<b>11. Section</b>  
<b>6. Name and Position Code Description of Direct Supervisor</b> ; STATE DIVISION ADMINISTRATOR	<b>12. Unit</b>  
<b>7. Name and Position Code Description of Second Level Supervisor</b> ; STATE BUREAU ADMINISTRATOR	<b>13. Work Location (City and Address)/Hours of Work</b> 425 Fisher Street, Marquette, MI 49855 / 8:00 AM - 4:30 P.M

**14. General Summary of Function/Purpose of Position**

The Admissions coordinator analyzes and assesses medical and financial information received from veterans and their families to determine the veteran's suitability and acceptance for admission to the home. Analysis includes review of medical information and on-site assessments when needed to determine appropriate placement within the Home. Provides veterans and families with facility related information via tours, personal visits/assessments, conversations and follow up. Coordinates and implements effective marketing and sales programs with the team.

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

#### Duty 1

##### General Summary:

Percentage: 40

Analyzes and assesses physical and psychiatric history of potential admissions to determine if needs can be met at the Home including on-site evaluations when deemed appropriate.

##### Individual tasks related to the duty:

- Approve or deny applications based on clinical and financial assessment of admission information.
- Meet with new members and/or family, complete all admission forms and determine eligibility for admission.
- Request and analyze income and expense documentation.
- Complete on-site evaluations within the community or hospital setting during the pre-admission process when deemed necessary.
- Responds to inquiry calls from hospital discharge planners.
- Research and retrieve discharge (DD214) papers from various sources.
- Create a legal file for each new member and ensure all signatures from the appropriate responsible party are on all forms including the Member Contract, VA 1010EZ, Application of per diem for VA Veterans Home Benefits, and other forms including DPOA and Guardianship as applicable. Ensures submission of paperwork to the proper authorities and places copies into members' legal file.
- Be available for telephone and personal interviews with prospective admissions, families, guardians, and other financial representatives. Mail out requested forms and answer questions regarding functions, rules, regulations and the policies of the Home.
- Oversee and maintain records, prepare reports and submit the required forms to the appointing authority.
- Prepares data and develops reports in response to requests from parties within DTMB & DMVA.
- Obtain appropriate signatures on all required forms on the day of admission.
- Complete forms and submit to the proper department.
- Maintain a system to track deadlines on application submission ensure timely return to the requesting party.
- Check facility census reports from all areas to ensure accuracy.

#### Duty 2

##### General Summary:

Percentage: 30

Admissions Coordinator serves as the gate keeper for admissions at D.J. Jacobetti Home for Veterans. Drives the admissions process, the Admissions Coordinator will form an objective opinion regarding the suitability of each Veteran for admission and recommend approval to the interdisciplinary committee.

##### Individual tasks related to the duty:

- Interface with veterans and their families to provide answers to questions about the admissions process, wait list, history of the Home, and eligibility for admissions.
- Works closely with DTMB business office staff to ensure compliance with requirements outlined in policies, administrative rules and statute. Primary tasks related to the Business Office will include documentation and communication related to admission applications, financial documentation, medical coverage, legal representation, etc.
- Knowledge and familiarity of medical diagnoses, conditions and presentation of such conditions.
- Communicate with discharge planner's bed availability and to coordinate admissions of veterans from other long-term care and medical facilities.
- Verify veteran military service information through the collection of either a DD214 (verification of qualifying service) or Veterans Affairs documentation.
- Interface with veteran's service organizations to obtain veteran service and benefits information.
- Verify and collect proof of eligibility for Medicare, Medicaid, Veterans Affairs Health Benefits and secondary insurance.
- Collect all medical and financial information needed to evaluate the eligibility of each applicant.
- Identify and collect proof of financial and health care responsibility, power of attorney.
- Maintain and manage a waiting list of eligible veterans to ensure a 90% bed fill rate. • Ensure Veteran Service Officer receives necessary documentation and monitors claims in process.
- Provides explanations of Board Policy regarding assessments.
- Accurately maintain the Home admission waiting list.
- Collect and prepare admissions file.
- Provide excellent customer service with frequent and ongoing communication with internal and external customers.
- Accurately enter personally identifiable health information into the electronic medical record system.
- Maintain confidentiality and provide for the security of all protected health information.
- Provide admission applications to the public by physical or electronic mail delivery.
- Provides daily follow up on all active and pending inquiries.

#### Duty 3

##### General Summary:

Percentage: 20

Develops and maintains relationships with outside referral sources such as medical, insurance, legal and financial professionals, senior and veteran organizations, appropriate special interest groups and hospital discharge planners.

##### Individual tasks related to the duty:

- Develop and maintain a system to track potential referral sources.
- Coordinate social marketing events within the team to ensure appropriate representation of the Home.
- Develops and implements special events and presentations targeted at community education, establishing the Home as the expert on veteran skilled nursing, specialty programs and care within the community.
- Serves as chairperson for development and implementation of sales and marketing plans and team meetings.
- Tracks results of sales and marketing activities.
- May provide assistance with new employee orientation for the admission process

**Duty 4****General Summary:****Percentage: 5**

The Admissions Coordinator will manage the waiting list for admission and communicate with facility staff the date and time of each new admission.

**Individual tasks related to the duty:**

- Provide the "Welcome" to new admissions, coordinate, and communicate with the interdisciplinary team the arrival of each new admission and ensure the interdisciplinary team coordinates meetings in a way that does not overwhelm the new member and family.
- Ensure the selected room is welcome ready prior to admission and that all pre-requested equipment is present upon admission.
- Escort the new member to the appropriate floor and provide support to the family with a warm hand off to nursing and medical staff.
- Assemble and deliver member files to each area of need.

**Duty 5****General Summary:****Percentage: 5**

Maintain Medicaid records and reports.

**Individual tasks related to the duty:**

- Maintain records, prepare reports, and submit required forms to the appointed authority.
- Maintains a standard filing system by numerical, alphabetical, or subjective arrangements using instructions or guidelines of the Business Office.
- Ensures appropriate documentation is present within the electronic medical record system.
- Maintains a working knowledge of federal, state and VA regulations and reimbursement guidelines (Medicare, Medicaid and VA per diem). Assists with managed care referral process if applicable.
- Conducts other duties as assigned

**16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.**

Makes decisions based on department policy, job knowledge and experience. Decisions involving the veteran's eligibility and acceptance for admission to the Home. Decisions regarding marketing and community involvement in community education.

**17. Describe the types of decisions that require the supervisor's review.**

Seeks supervisory advice when unsure or when no policy and procedure is in place. Situations that may require an exception to be granted by the Board of Managers. Coordination of educational opportunities concerning community engagement activities. Questionable assets or possible listed assets could require supervisor's review and opinion. Questionable clinical criteria should be referred to the Director of Nursing and/or the appropriate clinician.

**18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.**

- Primarily desk job
- Prolong periods of sitting
- Occasionally bending down to talk with resident, i.e. in wheelchair speaks softly or hard of hearing.
- Regularly conduct work activities in an awkward position requiring reaching, twisting, bending, stooping, kneeling, crouching, and sitting.
- Always wear required safety equipment.

**19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.****Additional Subordinates****20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):**

- |   |  |
|---|--|
| <input type="checkbox"/> Complete and sign service ratings. | <input type="checkbox"/> Assign work.                      |
| <input type="checkbox"/> Provide formal written counseling. | <input type="checkbox"/> Approve work.                     |
| <input type="checkbox"/> Approve leave requests.            | <input type="checkbox"/> Review work.                      |
| <input type="checkbox"/> Approve time and attendance.       | <input type="checkbox"/> Provide guidance on work methods. |
| <input type="checkbox"/> Orally reprimand.                  | <input type="checkbox"/> Train employees in the work.      |

**22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?**

Yes, management developed PD.

**23. What are the essential functions of this position?**

Admissions Coordinator analyzes and assesses medical and financial information received from veterans and their families to determine the veteran's suitability and acceptance for admission to the Home. Analysis includes review of medical information and on-site assessments when needed to determine appropriate placement within the Home. Provides veterans and families with facility related information via tours, personal visits/assessments, conversations and follow up. Coordinates and implements effective marketing and sales programs with the team.

**24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.**

New position.

**25. What is the function of the work area and how does this position fit into that function?**

D.J. Jacobetti Home for Veterans provides long-term person centered care to veterans and their spouses. This position is responsible for assessing medical and financial information received from prospective residents to determine suitability for admission to the Home.

**26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.**

**EDUCATION:**

Possession of a bachelor's degree in any major.

**EXPERIENCE:**

**Departmental Analyst 9**

No specific type or amount is required.

**Departmental Analyst 10**

One year of professional experience.

**Departmental Analyst P11**

Two years of professional experience, including one year of experience equivalent to the intermediate (10) level in state service.

**Alternate Education and Experience**

**Departmental Analyst 9 - 12**

Educational level typically acquired through completion of high school and the equivalent of at least two years of full-time active-duty experience at or above the E-6 level in the uniformed services may be substituted for the education requirement.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of the principles and practices of research and analysis.

Knowledge of the principles of administrative management, including budgeting techniques, office procedures, and reporting.

Knowledge of the tools of management, such as methods development, cost analysis, procedural manuals, training materials, operating controls, records and reports, and studies applicable in evaluating programs or services.

Knowledge of the principles and methods of research, statistics, operational analysis, cost analysis, and finance of public and private programs.

Knowledge of the initiation, development, accomplishment, and evaluation of public programs or services.

Knowledge of the economic, social, political, and business conditions of the state.

Knowledge of the legislative process and governmental organization and structure.

Ability to analyze, synthesize, and evaluate a variety of data for use in program development and analysis.

Ability to analyze and assess operations from the standpoint of management controls, systems, and procedures.

Ability to establish program or service procedures, policies, or guidelines and to relate these to objectives. Ability to prepare requests for proposals and program agreements.

Ability to organize, evaluate, and present information effectively. Ability to interpret laws, rules, and regulations relative to the work.

Ability to formulate plans, procedures, and controls in a program or service area.

Ability to learn and utilize computer processes.

Ability to design forms.

Ability to maintain favorable public relations.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

N/A

**NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.**

***I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.***

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

**TO BE FILLED OUT BY APPOINTING AUTHORITY**

Indicate any exceptions or additions to the statements of employee or supervisors.

N/A

***I certify that the entries on these pages are accurate and complete.***

\_\_\_\_\_  
Appointing Authority

\_\_\_\_\_  
Date

***I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.***

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date