



## **In-House Guardian Job Description**

**Responsible to:** Guardian Team Leader

**Employment Status:** Full Time

**Location:** Battle Creek, Michigan

**General Description:** This position is responsible for performing and managing the clerical and administrative work necessary to serve guardian staff, clients and community partners. This person will be available and responsible for ensuring that there is an immediate response to client and community needs, when required and the assigned guardian is unavailable. This will require communication and follow through with outside agencies as well as our internal team to resolve issues and concerns.

### **Specific Responsibilities Include:**

- Provide in person and phone support to the Guardian Team and agency staff. This includes “permission to treat” coverage during working hours.
- Work with benefit staff and community partners to resolve medical coverage issues, patient pay amounts, obtain Medicaid application and redetermination verifications or other tasks necessary to maintain client benefits.
- Listen and respond (as agreed with Guardian or Team Leader) to client and family concerns and requests for information.
- Prepare required reports timely and accurately, including Condition of Ward Reports, change of address notices and annual packets for outside services.
- Apply for birth certificates, Social Security cards and other client documents.
- Update AIM (client data base) as necessary including case notes.
- Provide administrative support including scanning of documents, sending faxes, processing mail, coordinating utilities and running to financial institutions.
- Receive workers voicemails when they are on PTO and handle accordingly.
- Complete Medicaid Spend-downs.
- Attendance at court hearings, when assigned guardian and no other guardians are available.
- Other tasks requested by the team leader

### **Qualifications:**

- Bachelor’s Degree in Social Work or equivalent social service experience.
- Experience with Microsoft Office.
- Experience working with people with disabilities.
- Ability to multi-task and work well under pressure.
- Excellent organizational and communication skills.

Interested candidates should submit a resume and cover letter to Jennifer Warnos at [Jwarnos@yourguardian.org](mailto:Jwarnos@yourguardian.org). Applications will be accepted until the position is filled.