



CAREER OPPORTUNITY

Job # 201626
Opens: 09/09/16
Open until filled

TITLE: AFH Licensor
CLASS: Licensing and Monitoring Specialist
Albany Senior and Disability Services
Regular Part-time (20 hrs/wk)

Oregon Cascades West Council of Governments (OCWCOG) is a voluntary association of twenty cities, three counties, the Confederated Tribes of the Siletz Indians and a port district in the Linn, Benton, and Lincoln county region. OCWCOG is an exciting, multifaceted organization staffed by over 160 dedicated professionals in three OCWCOG office locations, and eleven Senior Meal sites. OCWCOG values its work and employees with great services, benefits, and careers. For Additional information about OCWCOG, General Administration and our Board of Directors, go to: www.ocwcog.org.

GENERAL INFORMATION

This recruitment will remain open until filled. This recruitment may close at any time without advance notice at the discretion of the agency after a sufficient number of qualified candidates have applied. Screening will begin as early as September 16, 2016. We cannot guarantee that we will review applications received after this date.

This position is represented by the Service Employees International Union (SEIU) Union.

If you are offered employment, the offer will be contingent upon the outcome of a criminal records check, and the information will be shared with Human Resources. Any criminal history will be reviewed and could result in the withdrawal of the offer or termination of employment.

DUTIES AND RESPONSIBILITIES

Performs position duties in a manner which promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully. Engages in effective team participation through willingness to assist and support co-workers, supervisors, and other work related-associations. Develops good working relationships with division and agency staff and supervisors through active participation in accomplishing group projects and in identifying and resolving problems in a constructive manner. Demonstrates openness of constructive feedback and suggestions, in an effort to strengthen work performance. Contributes to a positive, respectful and productive work atmosphere. Regular attendance is required to meet the demands of this job and to provide necessary services.

- Provides initial orientation, information and screening to potential adult foster home applicants.
- Responds to initial inquiries for adult foster home licensing including the preparation and distribution of information packets, maintain training videotapes and files for potential applicants.
- Reviews, processes and approves new adult foster home and resident manager applications with oversight approval by Program Supervisor.
- Evaluates and inspects potential foster homes for licensure.
- Conducts initial and ongoing annual on-site inspections by making unannounced visits to licensed foster homes to assess compliance with Administrative Rules. Reviews medical, resident and medication records; talks with residents regarding problems or concerns; assists in resolving licensing problems as needed; makes referrals to case managers to resolve resident concerns as needed.
- Re-licenses and monitors all commercial adult foster homes as needed, least annually to

determine compliance with OAR's.

- Maintain on-line log(s) of adult foster home activity and communication with agency staff.
- Keeps current on all changes to relevant state and local housing regulations to coordinate with other regulatory agencies such as the fire marshal, building inspection and zoning officials.
- Investigates licensing complaints or rule violations as needed provides and/or facilitates technical assistance for providers, and assists in resolving problems related to non-compliance.
- Consults with supervisor and coordinates with adult protective service investigator when warranted.
- Writes warning, exception, civil penalty letters, to providers and makes recommendation for non-renewal or revocation of foster home license to SPD with consultation and oversight by Program Supervisor.
- Serves as a resource to all Senior Services staff, providers and the public.
- Processes and reviews adult foster home applications for new, renewal and resident manager applications and staff changes. Processes fees; submits criminal record checks; obtains additional information when needed; sends reference letters; fields telephone inquiries regarding process. Staffs approval or disapproval of applications with Program Supervisor.
- Processes additional bed application requests/change of addresses; receive fees updates computerized information and files as needed
- Submits criminal record checks for providers and staff in commercial and limited foster homes through CRIMS as needed. Notifies providers of fitness determinations and maintains confidential files for criminal record histories.
- Maintains records for limited foster home program; coordinates re-licensing requirements
- Updates adult foster home list and distributes to hospitals, disability services, senior centers, and public, as requested.
- Prepares various reports related to adult foster care as assigned.
- In coordination with other staff, develops recruitment activities to cultivate additional adult foster homes.
- Plans, implements and facilitates trainings on a regular schedule for new and existing providers, and resident managers;
- Works regularly with SPD adult foster home program staff for policy clarifications and issue resolution. Maintain good working relationships with adult foster home providers and staff and be able to work with angry and irrational people at times.
- Prepares and offers testimony at administrative and court hearings related to AFH licensing issues as directed by supervisor.

WORKING CONDITIONS

Work is performed primarily in an office environment utilizing a personal computer, laptop, telephone and a variety of office equipment; however, frequent travel to clients' homes and other health care facilities is required. May risk exposure to people with irrational/hostile behavior and/or contagious diseases. May risk contact with domestic animals while making client visits. Occasional travel to various meetings and trainings is also required.

TO QUALIFY

Your OCWCOG application will be reviewed to verify that you meet the MINIMUM QUALIFICATIONS portion stated in this announcement. Complete ALL PARTS of the application and provide detailed work experience. If your application is incomplete or does not clearly show in detail the experience and/or training required, your application will not be accepted.

MINIMUM QUALIFICATIONS:

To receive credit, and proceed to the next step of the recruiting process, your application form must clearly show that you meet the following:

Completion of two (2) years of college with coursework in Social Services or any satisfactory equivalent combination of education, training or progressively responsible experience working with Adult Foster Homes, preferably with the elderly or disabled; OR, any satisfactory equivalent combination of education, training and experience which demonstrates the knowledge, skills and abilities to perform the duties of the job.

LICENSES, CERTIFICATES, & OTHER REQUIREMENTS

Possession of a Valid Oregon Driver's License, or have the ability to obtain reliable transportation in order to travel throughout the three-county area.

Position requires successful completion of a criminal history, driving record check.

Position requires successful completion of CRIMS certification in order to conduct criminal history background checks.

SALARY and BENEFITS: **\$18.60 - \$24.91/hr.**, plus a generous paid leave package; tax deferred plans; and fully paid retirement benefits.

REQUIREMENTS FOR APPLYING:

Submit application, supplemental questions, resume, and cover letter to Human Resources by the first screening date listed above describing your experience, training, and what it would mean to you professionally to have the opportunity to engage in this position. Applicants who best meet the minimum requirements for the position will be interviewed.

HOW TO APPLY:

If you qualify, submit application materials listed in the requirements for applying.

TO:

Oregon Cascades West Council of Governments
Human Resources Department
1400 Queen Ave SE, Suite 201
Albany, Oregon 97322

You may **E-MAIL** your application materials to us at hrrecruit@ocwcog.org. **In the subject line please include the position title and the posting number.** By electronically submitting your application, you agree to the conditions stated in the certification and signature section of the application, which is enforceable as if you had signed. You will receive confirmation of receipt only if you submit via e-mail.

FAX to 541-967-6123. We are unable to verify receipt of faxed applications. OCWCOG is not responsible for material that is illegible or missing as a result of transmitting by fax or which may be lost through the mail.

SUBMIT only the required materials. Reference letters or work examples should be kept for interviews. In addition, any application materials previously submitted for other positions will not be matched to this application by OCWCOG. It is the applicant's responsibility to submit all required documents every time.

THIS IS THE TEST

If your OCWCOG application demonstrates that you meet the MINIMUM QUALIFICATIONS section of this announcement, you must answer the following supplemental questions.

Use a separate sheet (s) of paper. Limit your response to no more than one typed page per question. Write down any work experience (paid or unpaid) related to each question. Be sure that the jobs where you gained the experience described in your answers are listed in the work history portion of the OCWCOG application form. Attach the answer sheet (s) to your application. If there are several parts to a question, answer each part separately. Number your answers to agree with the question.

SUPPLEMENTAL QUESTIONS: AFH Licensing and Monitoring JP#201626

NAME: _____ **DATE:** _____

- 1. Which of the following describes your experience working in a fast paced, high production/volume environment where you are often interrupted in which it was necessary to accurately review and disperse large volumes of paperwork on a daily basis and within tight time frame constraints with impeccable accuracy.**
 - ☐ Monthly
 - ☐ Weekly
 - ☐ Daily
- 2. Describe your experience communicating effectively with people over the phone, in writing and in person. Please include the type of information you provided, how often you communicated with customers/clients, and a brief description of your role and responsibilities.**
- 3. Which of the following computer programs have you used in your current or past employment?**
 - ☐ Word Processing Programs such as WORD
 - ☐ Internet Explorer
 - ☐ Microsoft Outlook
 - ☐ TRACS, Oregon ACCESS, ORCA or other DHS programs
 - ☐ Retrieving from and/or entering information into a data base
- 4. Indicate your length of experience preparing and maintaining written narrative documentation of the activities concerning individual client cases.**
 - ☐ Less than 1 year
 - ☐ 1 year
 - ☐ 2-3 years
 - ☐ 4 years
 - ☐ 5+ years
 - ☐ None of the above
- 5. The employee in this position must work independently, without constant supervision, and have excellent organizational, prioritization and multi-tasking skills. Please describe your experience multi-tasking with independent problem resolution, setting priorities for yourself and others and completing multiple projects and duties.**

- 6. Indicate your length of experience managing a caseload of clients/customers.**
- Less than 1 year
 - 1 year
 - 2-3 years
 - 4 years
 - 5+ years
 - None of the above
- 7. Which best describes your comfort level communicating with clients or members of the public who have hostile or difficult personalities?**
- Not familiar or experienced with hostile personalities
 - Limited experience with hostile personalities or situations
 - Frequent experience dealing with hostile personalities or situations and have the ability to defuse or redirect hostile personalities or situations
 - Provide an example of a hostile or challenging customer / client situation at work and your response or action in resolving the conflict.
- 8. What best describes your experience explaining complex rules and procedures to people that are not familiar with them?**
- No experience explaining complex rules and procedures
 - Explain complex rules and procedures to customers in a retail, industrial, or private business setting.
 - Explain complex rules and procedures in a government, municipal or professional (Insurance, medical, human services) setting.
- 9. What best describes duties you have performed relating to confidential, sensitive, or highly controversial information?**
- No work experience working with confidential, sensitive, or highly controversial information Non-work related experience working with confidential, sensitive, or highly controversial information
 - Work with confidential, sensitive, or highly controversial information in a government, municipal, or professional (insurance, medical, human services) setting.

SSD 021

OREGON CASCADES WEST COUNCIL OF GOVERNMENTS

Title: **Licensing & Monitoring Specialist**

Position Classification: Licensing and Monitoring Specialist

Department: Linn/Benton Senior & Disability Services Division

Reports to: Senior Services Program Supervisor

SUMMARY OF POSITION

Licenses and re-licenses adult foster homes. Responsible for recruitment, orientation, and monitoring of adult foster homes throughout the Linn, Benton and Lincoln county areas.

ESSENTIAL JOB DUTIES

Performs position duties in a manner which promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully. Engages in effective

team participation through willingness to assist and support co-workers, supervisors, and other work related-associations. Develops good working relationships with division and agency staff and supervisors through active participation in accomplishing group projects and in identifying and resolving problems in a constructive manner. Demonstrates openness of constructive feedback and suggestions, in an effort to strengthen work performance. Contributes to a positive, respectful and productive work atmosphere. Regular attendance is required to meet the demands of this job and to provide necessary services.

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- Consults with supervisor and coordinates with adult protective service investigator when warranted.
- Writes warning, exception, civil penalty letters, to providers and makes recommendation for non-renewal or revocation of foster home license to SPD with consultation and oversight by Program Supervisor.
- Serves as a resource to all Senior Services staff, providers and the public.
- Processes and reviews adult foster home applications for new, renewal and resident manager applications and staff changes. Processes fees; submits criminal record checks; obtains additional information when needed; sends reference letters; fields telephone inquiries regarding process. Staffs approval or disapproval of applications with Program Supervisor.
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- Plans, implements and facilitates trainings on a regular schedule for new and existing providers, and resident managers;
- Works regularly with SPD adult foster home program staff for policy clarifications and issue resolution. Maintain good working relationships with adult foster home providers and staff and

be able to work with angry and irrational people at times.

- Prepares and offers testimony at administrative and court hearings related to AFH licensing issues as directed by supervisor.

OTHER JOB DUTIES

- Maintains confidential and public disclosure files for AFH facility and protected service reports: files reports into these files as needed.
- Maintain confidentiality of client and provider information in accordance with HIPAA rules
- Performs other duties as assigned by supervisor.

SUPERVISION RECEIVED

Receives direction and supervision from the Senior Services Supervisor

SUPERVISORY RESPONSIBILITIES: None

(Licensing & Monitoring Spec. cont.)

WORKING ENVIRONMENT

Work is performed primarily in an office environment utilizing a personal computer, laptop, telephone and a variety of office equipment; however, frequent travel to clients' homes and other health care facilities is required. May risk exposure to people with irrational/hostile behavior and/or contagious diseases. May risk contact with domestic animals while making client visits. Occasional travel to various meetings and trainings is also required.

MENTAL & PHYSICAL JOB SKILLS

R = Rarely (< 1%)
F = Frequently (34% - 66%)

O = Occasionally (1% - 33%)
C = Continuously (67% - 100%)

Mental

- | | | |
|---|---------------------------------|---------------------------|
| (C) Interpersonal Skills | | |
| (F) Basic Math (add, subtract, multiply, divide) | | |
| (R) Advanced Math (analysis, statistics, significant data or number manipulation) | | |
| (C) Written English Communication | | |
| (C) Coordination of Multiple Tasks | (C) Initiative | (C) Detail/Accuracy |
| (C) Reasoning/Judgment/Decision Making | (F) Creativity | (F) Brainstorming/Concept |
| (F) Research | (C) English Comprehension | (C) Memory |
| (C) Organization/Planning | (F) Adapting to Constant Change | (C) Teamwork |
| (C) Timeliness | (O) Presentation/Teaching | (O) Selling |
| (F) Negotiation | (F) Client/Service Skills | (O) Persuasion |
| (O) Mentoring | (F) Management of Stress | |

Physical

- | | | | |
|--|----------------------|---------------------------------------|-----------------------------|
| (O) Standing | (F) Sitting | (F) Walking | (O) Stooping |
| (R) Kneeling | (N) Crawling | (R) Climbing | (F) Talking |
| (C) Hearing | (F) Reaching | (F) Handling | (C) Eye/hand coordination |
| (O) Tasting/smelling | (C) Vision (1-10 ft) | (F) Vision (10-20 ft) | (O) Long range vision (20+) |
| (F) Computer/Keyboard/mouse ball track use | | (O) Acute Color | |
| (R) Pushing <u>5 lbs/day</u> | | (R) Pulling <u>10 lbs/day</u> | |
| (O) Lifting <u>25 lbs/day</u> | | (O) Carrying <u>20 lbs/day</u> | |

MINIMUM QUALIFICATIONS

Experience & Training

Completion of two (2) years of college with coursework in Social Services or any satisfactory equivalent combination of education, training or progressively responsible experience working with Adult Foster Homes, preferably with the elderly or disabled; OR, any satisfactory equivalent combination of education, training and experience which demonstrates the knowledge, skills and abilities to perform the duties of the job.

(Licensing & Monitoring Spec. cont.)

Knowledge, Skills and Abilities

Knowledge of the elderly and familiarity with the problems and issues confronting the elderly in the local community;
Knowledge of Adult Foster Care programs;
Knowledge of MMIS system and related forms;
Knowledge of confidentiality rules regarding client and provider records, including HIPAA regulations;
Knowledge of function and scope of public and private agencies;
Basic knowledge of elder abuse and adult protective services;
Knowledge and proficiency in the use of Microsoft software;
Knowledge of, and ability to operate, a personal computer;
Ability to maintain accurate, up-to-date records and to prepare reports;
Ability to work effectively with providers and the general public;
Ability to organize and structure work;
Ability to write clear and concise letters and narrative documentation;
Ability to communicate effectively in writing and orally;
Ability to effectively interview providers and others to secure specific types of information;
Skills in performing detailed and complex administrative tasks.

Licenses, Certificates, & Other Requirements

Possession of a Valid Oregon driver's license or ability to travel throughout a three county area.

Position requires successful completion of a criminal history, driving record check.

Position requires successful completion of CRIMS certification in order to conduct criminal history background checks.

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. Requirements are representative of minimum levels of knowledge, skills and abilities. To successfully perform this job, the employee will possess the abilities or aptitudes to perform each duty proficiently.

Updated 9/13