



CAREER OPPORTUNITY

Job # 201732
Opens: 10/04/17
Open until filled

TITLE: Case Manager
CLASS: Case Manager
Senior and Disability Services Toledo
Regular Full-time (40 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.ocwcoq.org.

GENERAL INFORMATION

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 **October 18, 2017**. 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 positive acceptance 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.

- Interviews clients in their own homes to gather personal, social and medical history information in order to determine and assess needs, current level of functioning, eligibility, and appropriate referral.
- Conducts assessment of medical/psycho/social needs for persons needing in-home services. Develops service plan to meet service and care needs. Coordinates with hospitals, other health care providers, family, friends, and significant others to ensure comprehensive needs are met. Completes Client Assessment & Planning System document.
- Establishes specific care plans including hours and specifics of home care and personal care services. Arranges for contractor or client-employed provider to provide services for client. Arranges for Contract Registered Nurse (CRN) or individual client employed contract RN to do assessment of personal care plans. May complete all paperwork associated with payment authorization process and routes through established office procedures.
- Determines if services are to be provided through Oregon Project Independence (OPI) or Medicaid. If assigned, completes eligibility in full, including all necessary paper work and MMIS documents. May refer to the OPI Case Manager.
- Monitors ongoing cases, making adjustments in plans as needed. Arranges for necessary services such as home delivered meals, transportation, and prior authorized medical.
- Provides needs assessment, case planning and resource referral for family caregivers.

- Conducts annual review of client eligibility as well as periodic review of health care and service needs. Completes ongoing financial reviews and maintains files, as assigned.
- Provides backup support to other social workers and other unit staff as directed by supervisor, including protective services.

WORKING CONDITIONS

Work is performed primarily in an office environment utilizing a personal computer, laptop, telephone and a variety of office equipment. Frequent travel to clients' homes and other health care facilities is required. Field work requires transportation and utilizing laptop computer. 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 form 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:

Bachelor's degree, with emphasis in social services. Course work in geriatrics, elderly health care and gerontology, or experience providing a general knowledge of the elderly and/or medical terminology affecting the elderly and/or people with disabilities is preferred; OR, any satisfactory equivalent combination of education, training and experience which demonstrates the knowledge, skills and abilities to perform 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.

Must successfully complete a criminal background check.

SALARY and BENEFITS: \$21.37-28.65/hr., plus a generous benefit package including fully paid medical, dental, vision, life, long-term disability insurance; generous paid leave; tax deferred plans; and fully paid retirement benefits.

REQUIREMENTS FOR APPLYING:

Submit signed 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:

Applications and detailed job description is available at www.ocwcog.org.

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

SUBMIT 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 questions.

Supplemental Questions: 201732

Name: _____ **Date:** _____

1. Which of the following best describes your human services related experience (i.e., work providing assistance to individuals and groups with issues such as economically disadvantaged, employment, abuse and neglect, substance abuse, aging, disabilities, prevention, health, cultural competencies, inadequate housing)? And give examples of each.
 - 6 to 11 months
 - 12 to 17 months
 - 18 to 23 months
 - 2 years up to 5 years
 - 5 years plus
 - None of the above
2. From the list of human services duties/tasks, please select all you have performed in a human or social service setting? And give examples of each.
 - Determining applicant / recipient eligibility for human/social service programs
 - Referring applicants to other human service programs and/or community partners
 - Interpreting and applying policies, rules, and guidelines
 - Processing required forms and documents
 - Assessing family circumstances and resources needed
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 the length of time you managed a caseload of clients/customer, excluding hands on direct care?

- 6 to 11 months
- 12 to 17 months
- 18 to 23 months
- 2 years up to 5 years
- 5 years plus
- None of the above

5. How often in your current or past employment were you required to work with confidential or sensitive information?

- Yearly
- Monthly
- Weekly
- Daily
- None of the above

6. Indicate your length of experience preparing and maintaining written narrative documentation of the activities concerning individual client cases.

- 6 to 11 months
- 12 to 17 months
- 18 to 23 months
- 2 years up to 5 years
- 5 years plus
- None of the above

7. Indicate your length of experience providing case management services with individuals who are aging and/or experience disabilities for a service/program related to human services (i.e. assessment of a person's need for support services, development of service plans, providing advocacy, monitoring of plans for continued eligibility and changing needs).

- 6 to 11 months
- 12 to 17 months
- 18 to 23 months

- 2 years up to 5 years
- 5 years plus
- None of the above

8. From the list of human services programs delivered by OCWCOG, please select all you have experience determining eligibility for.

- Oregon Supplemental Income Program (OSIP)
- Oregon Health Plan (OHP)
- Qualified Medicare Beneficiaries programs (QMB)
- Medicare Modernization Act benefits (MMA)
- State Plan Personal Care (SPPC)
- Community Based or Long Term Care
- Supplemental Nutrition Assistance Program (SNAP)

JOB DESCRIPTION:

OREGON CASCADES WEST COUNCIL OF GOVERNMENTS

Title: **Senior and Disability Services Case Manager**

Position Classification: Case Manager

Department: Lincoln County Senior and Disability Services

Reports to: Senior and Disability Services Program Supervisor

SUMMARY OF POSITION

Provides service assessment and ongoing case management for persons needing personal care assistance to promote quality of life, independence and care in the least restrictive setting. Works with MMIS payment and Client Assessment and Planning Systems (CAPS) and related forms and terminal screens.

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 positive acceptance 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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- Provides needs assessment, case planning and resource referral for family caregivers.
- Conducts annual review of client eligibility as well as periodic review of health care and service needs. Completes ongoing financial reviews and maintains files, as assigned.
- Provides backup support to other social workers and other unit staff as directed by supervisor, including protective services.

OTHER JOB DUTIES

- Attends unit meetings, staffing and training as directed by supervisor.
- Performs other related duties as assigned by supervisor.

Case Mgr. (cont.)

SUPERVISION RECEIVED: Receives general supervision from the Toledo Senior and Disability Services Program Supervisor.

SUPERVISORY RESPONSIBILITIES: None

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 | (C) Client/Service Skills | (F) Persuasion |
| (O) Mentoring | (F) Management of Stress | |

Physical

- | | | | |
|--|--------------------------------|-----------------------|-----------------------------|
| (O) Standing | (F) Sitting | (F) Walking | (R) Stooping |
| (R) Kneeling | (R) Crawling | (R) Climbing | (F) Talking |
| (C) Hearing | (O) 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+) |
| (C) Computer/Keyboard/mouse ball track use | (O) Acute Color | | |
| (R) Pushing <u>5 lbs/day</u> | (R) Pulling <u>25 lbs/day</u> | | |
| (O) Lifting <u>25 lbs/day</u> | (O) Carrying <u>10 lbs/day</u> | | |

WORKING ENVIRONMENT

Work is performed primarily in an office environment utilizing a personal computer, laptop, telephone and a variety of office equipment. Frequent travel to clients' homes and other health care facilities is required. Field work requires transportation and utilizing laptop computer. 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.

MINIMUM QUALIFICATIONS

Experience & Training

Bachelor's degree, with emphasis in social services. Course work in geriatrics, elderly health care and gerontology, or experience providing a general knowledge of the elderly and/or medical terminology affecting the elderly and/or people with disabilities is preferred; OR, any satisfactory equivalent combination of education, training and experience which demonstrates the knowledge, skills and abilities to perform the job.

Knowledge, Skills and Abilities

Knowledge of the elderly and/or people with disabilities, and familiarity with the problems and issues confronting the elderly and/or people with disabilities in the local community;
Knowledge of community resources;
Knowledge of confidentiality rules regarding client and provider records and investigations,

including HIPAA regulations;
Knowledge of, and ability to operate, a personal computer;
Knowledge of, and experience in, Microsoft software;
Ability to effectively communicate orally and in writing;
Ability to assess individuals in their own home to determine appropriate service and/or community referral.
Ability to work effectively with representatives of other social agencies, and members of the public;
Ability to work effectively with clients and to use good judgment in handling individual case problems;
Ability to interact and work with a culturally diverse population;
Ability to exercise good time management skills in order to accomplish both daily tasks and on-going projects;
Ability to maintain accurate, up-to-date records and to prepare accurate reports;
Ability to work independently, organize and structure work, handle multiple projects and a high volume of work;
Ability to initiate own work with minimum supervision.
Ability to establish and maintain positive and effective working relationships with staff, consumers, other agencies and the general public.
Ability to prepare and deliver effective presentations.
Skills in performing psychosocial assessments.

Licenses, Certificates, & Other Requirements

Possession of a Valid Oregon Driver's license or the ability to travel within the Lincoln County area.

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

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 10/11