



# ***CAREER OPPORTUNITY PROFILE***

**TITLE: Case Manager**

**CLASS: Case Manager**

**Senior & Disability Services Albany**

**3 Positions Open Regular Full-Time (40 hrs/wk)**

**Job # 201836**

**Opens: 11/01/18**

**Open until filled**

## **ABOUT OREGON CASCADES WEST COUNCIL OF GOVERNMENTS (OCWCOG)**

OCWCOG manages a variety of local, State, and Federal programs to serve residents, local governments, and businesses in our tri-County Region. OCWCOG is recognized by the State of Oregon as an Area Commission on Transportation (ACT) and a Type B Medicaid Transfer Agency. Additionally, the association is recognized by the Federal Government as an Area Agency on Aging (AAA), an Economic Development District (EDD), a U.S. Small Business Administration (SBA) Revolving Loan Fund Coordinator, a U.S. Department of Agriculture Revolving Loan Agency, and staffs the two Metropolitan Planning Organizations (MPOs) in the Region. These designations increase OCWCOG's ability to serve our communities' needs.

As an Oregon intergovernmental entity, in addition to the programs and services that OCWCOG is required by State or Federal contract to provide, OCWCOG helps businesses find appropriate capital; facilitates seniors and persons with disabilities plan for independent living; coordinates local road improvement priorities; and assists with administration and technical support for its member governments.

Each program works towards OCWCOG's mission of helping the Region's communities collaborate to solve problems and connect member governments, businesses, and individuals with a wide array of resources.

## **ABOUT THE AREA**

Oregon Cascades West Council of Governments (OCWCOG) member agencies are located in the Willamette Valley and the Central Oregon Coast. The rugged Oregon seacoast, the high mountain passes of the Oregon Cascades, lush greenery, and the agricultural abundance of the Valley are an attractive addition to an education, employment, and cultural hub.

Only a one-hour drive to Portland and 40 minutes to Eugene – the region's major airports and gateways; and, a twenty-minute drive to Salem, Oregon's State Capitol, where many of OCWCOG's funding agencies and partners are found. The Southern Willamette Valley is best known for its agriculture and its innovation, which include a flourishing wine industry, innovation accelerators, a growing start-up culture, high-tech industry and access to tens of thousands of students, professionals, and entrepreneurs affiliated with Oregon State University, Samaritan Health Systems, Linn-Benton Community College, Hewlett-Packard, the U.S. Department of Energy, and hundreds of other businesses, non-profits, agencies, and community partners.

The Oregon Coast is proof of the Northwest's amazing diversity and its 350-mile coastline is anything but mundane. The Cities of Newport and Toledo anchor OCWCOG's presence in Lincoln County and provide access to multiple working ports, harbors, and bays, and a historic logging and fishing culture. Oceanic and atmospheric research are conducted by the National Oceanographic and Atmospheric Agency and Oregon State University among others – spinning off innovation and industry in fisheries, energy, resource management, and tourism.

## **ABOUT THE SENIOR AND DISABILITY SERVICES PROGRAM**

The *Senior and Disability Services (SDS)* department supports older adults and people with disabilities through the coordinated operation of a variety of State, Federal, and Local government funded programs. In addition, SDS has been successful in securing and administering contracts and grants with partners such as Samaritan Health Services.

The State of Oregon's Department of Human Services (DHS) contracts with OCWCOG to provide a community-based administrative and service delivery structure at the request of the OCWCOG member governments. The Aging and Disability Resource Connection (ADRC) call center provides consumers with a "no wrong door" access to services.

OCWCOG is the lead agency for the ADRC in Linn, Benton, and Lincoln Counties. The ADRC works in collaboration with other existing health and community agencies to be a highly visible, trusted source of information. The service is available to people of all ages, income, and disability types who have questions on the full range of long-term care support options in the community. The goal of the ADRC is to empower people to make informed decisions about long-term care support and to help them easily access support and services for themselves or someone they care about.

After an initial consultation with an ADRC specialist, consumers may access a variety of services including the Oregon Health Plan (OHP); Supplemental Nutrition Assistance Program (SNAP); Long-term Services and Supports (LTSS); Adult Protective Services (APS); Older American Act (OAA) Programs; Oregon Project Independence (OPI); Meals on Wheels (MOW); Senior Corps Programs, such as Foster Grandparent Program (FGP) and Retired and Senior Volunteer Program (RSVP); and Veteran Services for residents in Benton County.

OCWCOG provides services that are unique and complementary to ones provided by community partners. Senior and Disability Services continues to strengthen partnerships and work collaboratively with Samaritan Health Services and the local Coordinated Care Organization (CCO), intercommunity Health Network (IHN), by partnering in programs that support community health such as Hospital-to-Home Care Transition (H2H) Program.

## **GENERAL INFORMATION**

***This announcement will remain open until filled; however, the application screening process is expected to begin on or about November 15, 2018. Therefore, at the agency's discretion, materials received after November 15, 2018 may not receive consideration.***

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**

- Interviews clients in their own home or care setting 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 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.

## **QUALIFICATIONS REQUIRED AND REQUESTED SKILLS**

### **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:

Bachelors degree with major course work 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 persons with disabilities is preferred; OR, any satisfactory equivalent combination of education, training and experience which demonstrates the knowledge, skills and abilities to perform the duties of the job.

### **DESIRED ATTRIBUTES:**

- 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;
- 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 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 establish and maintain positive and effective working relationships with staff, consumers, other agencies and the general public.
- Skills in performing psychosocial assessments.

### **COMPENSATION PACKAGE**

Starting salary is \$22.23 - \$24.53/hourly DOQE. A step increase will be awarded upon successful completion of a probationary period (typically six months), and then annually thereafter to the top of

the range. OCWCOG offers an attractive benefits package including:

- **Retirement** – OCWCOG pays both the employer's percentage, and employee's six percent (6%) contribution into the Oregon Public Employees System (PERS). In addition to PERS, OCWCOG pays into Social Security.
- **Insurance** – For select plans, OCWCOG currently pays one hundred percent (100%) of the insurance premiums for the employee and their eligible dependents. The insurance package includes medical, prescription, dental and vision coverage, alternative care, life, accidental death and dismemberment, as well as long-term care.
- **Holiday Leave** – OCWCOG provides ten and one half (10 ½) fixed holidays, plus two (2) personal days during each fiscal year.
- **Additional Benefits** – Deferred compensation options, Long-term care Insurance, Employee Assistance Program, Credit Union memberships, and options to participate in pre-tax Health Savings Account or Flexible Spending Account.
- **Sick Leave** – Full-time employees accrue eight (8) hours of sick leave each month.
- **Vacation Leave** – Full-time employees accrue vacation leave each month according to the following schedule:

-	0-36 month	– 8 hours/month
-	37-72 months	– 10 hours/month
-	73-144 months	– 14 hours/month
-	145 months & above	– 16 hours/month

#### **TO APPLY**

An application and detailed job description is available at [www.ocwcog.org/careers](http://www.ocwcog.org/careers). **You must submit the following application materials to be considered as a viable candidate:**

1. An **OCWCOG Employment Application**, completed and signed.
2. A **current resume** that clearly describes your experience, skills, and/or knowledge related to the requirements of the position and demonstrates that you meet qualifications of the position listed above.
3. A **cover letter** explaining how your background, experience and training qualify you for this position. **Please describe your experience and training specifically as they relate to the Desired Attributes.**

If you are an eligible veteran and wish to claim veterans' preference points AND you also meet the minimum qualifications for this position, the points will be added to your score. To receive veterans' preference points, you **MUST** attach to your application materials the following required documentation:

- A copy of your DD214/DD215 form; OR a letter from the US Dept of Veteran's Affairs indicating you receive a non-service connected pension for the five (5) point preference.
- A copy of your DD214/DD215 form; AND a copy of your veteran's disability preference letter from the Dept. of Veterans' Affairs for the ten (10) point preference.

**The first review of applications will be on or around November 15, 2018. For immediate consideration, apply now.**

Only complete applications will be considered. Be sure to attach any required documents. The selection process will consist of a review of the materials provided and an evaluation of experience and training. Candidates most closely matching the desired attributes will be invited to interview.

#### **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](mailto: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 because of transmitting by fax or which may be lost through the mail.

### **JOB DESCRIPTION**

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

Position Classification: Case Manager

Department: Linn/Benton Senior and Disability Services

Reports to: Senior and Disability Services Program Supervisor

### **SUMMARY OF POSITION**

Provides ongoing case management and financial eligibility to 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.

- Interviews clients in their own home or care setting 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 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.

**SUPERVISION RECEIVED:** Receives general supervision from the 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 <b><u>5 lbs/day</u></b>        | (R) Pulling <b><u>25 lbs/day</u></b>  |                       |                             |
| (O) Lifting <b><u>25 lbs/day</u></b>       | (O) Carrying <b><u>10 lbs/day</u></b> |                       |                             |

### **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.
- Skills in performing psychosocial assessments.

### **Licenses, Certificates, & Other Requirements**

Possession of a Valid Oregon Driver's license or the ability to travel over a two-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 7/11

## **EQUAL OPPORTUNITY EMPLOYER**

Cascades West Center, 1400 Queen Ave., SE Suite 201, Albany, Oregon 97322

◆ Phone (541) 967-8720

◆ Fax (541) 967-6123

◆ TTY (541) 928-3670