CAREER OPPORTUNITY PROFILE

Job # 201842
Opens: 12/18/18
Open until filled

TITLE: In Home Assistant
CLASS: In Home Assistant
Senior & Disability Services Toledo
Regular Full-Time (40 hrs/wk)

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 December 31, 2018. Therefore, at the agency's discretion, materials received after December 31, 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

- Provides application and instructions to potential Home Care Workers (HCWs), accepts and processes HCW applications.
- Monitors initial and ongoing initiation of background checks processed by DHS Background Check Unit (BCU) CRIMS system. Explains fingerprint process and assists with directing potential or renewing HCWs to field print locations or local law enforcement. Assists with directing any received finger print cards to the BCU.
- Processes all related service plan authorizations to create various vouchers, mails task lists and notification of change in hours to HCWs.
- Processes service plan authorization to enter in care plans into MMIS. Resolves MMIS billing problems.
- Provides, coordinates and schedules orientation training for all new providers. Processes all related paperwork.
- Provides ongoing information and assistance with HCW questions regarding the payment system, and voucher questions. Directs HCWs questions to other appropriate resources

when necessary.
- Maintains HCW files.
- Completes HCW employment verification requests.

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:
Graduation from high school or equivalent, and three years experience; 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:

- Excellent knowledge of business English, spelling and punctuation;
- Considerable knowledge of modern office practices and procedures;
- Knowledge of confidentiality rules regarding client and provider records, including HIPAA regulations;
- Knowledge of general bookkeeping procedures;
- Ability to understand verbal and written operating instructions and procedures and to initiate suggestions for appropriate involvement;
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- Ability to read, prepare and understand statistical reports and recognize mathematical and/or data entry errors;
- Ability to work with other staff and the public in a courteous and efficient manner;
- Ability to identify and refer significant policy inquiries to supervisor;
- Ability to work independently and handle multiple projects and a high volume of work;
- Ability to initiate own work with a minimum of supervision;
- Ability to operate a variety of standard office machines and equipment;
- Ability to operate a multi-line telephone system;
- Ability to communicate well orally and in writing;

COMPENSATION PACKAGE

Starting salary is $16.32 - $17.97/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*. **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 December 31, 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. **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: **In-Home Assistant**
Position Classification: In Home Assistant
Department: Linn/Benton/Lincoln Senior and Disability Services
Reports to: Senior and Disability Services Program Supervisor

SUMMARY OF POSITION
Provides unit administrative support functions for In-Home Services Program. Maintains current, accurate provider files. Acts as a QED to initiate criminal-records checks for client-employed provider applicants. Provides data entry, form completion, claims review, technical assistance and general resolution for CEP screens and MMIS systems.

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 suggestion, 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 application and instructions to potential Home Care Workers (HCWs), accepts and processes HCW applications.
- Monitors initial and ongoing initiation of background checks processed by DHS Background Check Unit (BCU) CRIMS system. Explains fingerprint process and assists with directing potential or renewing HCWs to field print locations or local law enforcement. Assists with directing any received finger print cards to the BCU.
- Processes all related service plan authorizations to create various vouchers, mails task lists and notification of change in hours to HCWs.
- Processes service plan authorization to enter in care plans into MMIS. Resolves MMIS billing problems.
- Provides, coordinates and schedules orientation training for all new providers. Processes all related paperwork.
- Provides ongoing information and assistance with HCW questions regarding the payment system, and voucher questions. Directs HCWs questions to other appropriate resources when necessary.
- Maintains HCW files.
- Completes HCW employment verification requests.

OTHER JOB DUTIES
- Provides resource information to HCW as needed.
- Provides backup support to other unit staff as directed by supervisor.
- Maintain confidentiality of client and provider information in accordance with HIPAA rules
- 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%)	***O = Occasionally (1% - 33%)***
F = Frequently (34% - 66%)	***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
(**F**)	Reasoning/Judgment/Decision Making	(**O**)	Creativity	(**F**)	Brainstorming/Concept
(**O**)	Research	(**C**)	English Comprehension	(**C**)	Memory
(**C**)	Organization/Planning	(**F**)	Adapting to Constant Change	(**C**)	Teamwork
(**C**)	Timeliness	(**F**)	Presentation/Teaching	(**N**)	Selling
(**R**)	Negotiation	(**C**)	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
(**N**)	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		
(**O**)	Pushing **5 lbs/day**			(**O**)	Pulling **5 lbs/day**		
(**O**)	Lifting **10 lbs/day**			(**O**)	Carrying **10 lbs/day**		

WORKING ENVIRONMENT

Work is performed primarily in an office environment utilizing a personal computer, telephone and a variety of office equipment. Position requires sitting for long periods of time and performing extensive computer and telephone work. Occasional travel may be required to attend meetings, pick up meeting supplies, or run errands for the program.

MINIMUM QUALIFICATIONS

Graduation from high school or equivalent, and three years experience; OR, any satisfactory equivalent combination of education, training, and experience which demonstrates the knowledge, skills and abilities to perform the duties of the job.

Knowledge, Skills and Abilities

- Excellent knowledge of business English, spelling and punctuation;
- Considerable knowledge of modern office practices and procedures;
- Knowledge of confidentiality rules regarding client and provider records, including HIPAA regulations;
- Knowledge of general bookkeeping procedures;
- Ability to understand verbal and written operating instructions and procedures and to initiate suggestions for appropriate involvement;
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- Ability to read, prepare and understand statistical reports and recognize mathematical and/or data entry errors;
- Ability to work with other staff and the public in a courteous and efficient manner;
- Ability to identify and refer significant policy inquiries to supervisor;
- Ability to work independently and handle multiple projects and a high volume of work;
- Ability to initiate own work with a minimum of supervision;

- Ability to operate a variety of standard office machines and equipment;
- Ability to operate a multi-line telephone system;
- Ability to communicate well orally and in writing;
- Ability to type accurately;
- Ability to use, and knowledge of, personal computers and word processing and data base software;
- Skills in performing detailed and complex clerical tasks.

Licenses, Certificates, & Other Requirements

Possess a valid Oregon driver's license or ability to travel throughout a two county area is required.

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

Must become QAD Certified within 60 days of employment in order to conduct criminal history 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 3/18

EQUAL OPPORTUNITY EMPLOYER
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