



CAREER OPPORTUNITY PROFILE

TITLE: Senior and Disability Services Supervisor
CLASS: Program Supervisor
Senior & Disability Services Albany
Two Positions Available
1 Regular Full-Time
1 Limited Duration (not to exceed 24 months)
FLSA Exempt

Job # 201913
Opens: 03/06/19
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 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 March 19, 2019 therefore, at the agency's discretion, materials received after March 19, 2019 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.

ABOUT THE POSITIONS

The Program Supervisor is responsible for the day-to-day operations of an assigned Senior and Disability Services work group. The Program Supervisor interprets policy, implements procedures, directs staff, develops systems and monitors work activities. This position is also responsible for coordinating services within Senior and Disability Services and other local health and social agencies.

ESSENTIAL JOB DUTIES

Performs position duties in a manner that 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 department 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.

- Develops, implements and evaluates staffing plans for delivery of case management and eligibility function.
- In coordination with the Program Director, provides policy and procedural interpretation and direction for the Senior and Disability Services program.
- Selects, trains and supervises assigned personnel. Reviews workloads, reports and records, personnel assignments and status of ongoing work and various projects in order to plan and evaluate staff activities.
- Reviews proposed policy and makes recommendations.
- Reviews and approves client-related medical deductions, special needs, and/or exception payments.
- Provides general policy and case consultation to assigned staff. Assists staff in problem solving any type of service or financial case situation. Obtains clarification through Program Director and /or DHS Seniors and People with Disabilities Services Division (SPDS) channels as needed.
- In coordination with the Program Director, may screen and consult on facility adult protective service investigations; reviews and makes recommendations for facility investigation reports.
- Conducts selective periodic case reviews to determine if necessary work is completed, if service plans are appropriate, and mandated policy and procedures are followed.
- Meets periodically with Program Director to discuss program functioning.

- Completes reports as assigned.
- Responds to inquiries, complaints, problems or emergencies affecting availability or quality of service.

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

SUPERVISORY RESPONSIBILITIES: Provides supervision to, and evaluation of professional level staff as assigned.

QUALIFICATIONS REQUIRED AND REQUESTED SKILLS

WORKING ENVIRONMENT

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

MINIMUM QUALIFICATIONS

Experience & Training

Graduation from a four-year college or university with emphasis in social services. Course work in social work, or experience providing considerable knowledge of persons with disabilities and seniors. At least two (2) years of supervisory experience desirable. OR, any satisfactory equivalent combination of education, experience and training which demonstrates the knowledge, skills, and abilities required to perform the duties of the job.

Knowledge, Skills and Abilities

- Knowledge of the ADA, Older Americans Act, senior and disability law, assistive technology and medical terms;
- Knowledge of confidentiality rules regarding client and provider records and investigations, including HIPAA regulations;
- Knowledge of available community resources;
- Considerable knowledge of administrative procedures, project planning and report presentation;
- Knowledge of, and ability to operate, a personal computer using a variety of Microsoft applications;
- Knowledge of, and experience in, Microsoft Excel, Word, and Oregon Access software;
- Ability to exercise proficient time management skills;
- Ability to develop and implement individual service plans;
- Ability to assist, mentor, evaluate, and coordinate personnel involved with providing social services casework;
- Ability to effectively communicate orally and in writing;
- Ability to represent the agency before various citizen groups and public officials;
- Ability to motivate, train and supervise staff; and ability to apply problem-solving techniques;
- Ability to develop and implement individual work plans.

Licenses, Certificates, & Other Requirements

Possession of a Valid Oregon Driver's License or ability to obtain reliable transportation in order to travel-throughout assigned area.

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

This summary 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

COMPENSATION PACKAGE

Starting salary is \$26.25 - \$34.92/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 and short-term insurance.
- **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 March 19, 2019. 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 hrrcruit@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.

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