

Community Connection of Northeast Oregon, Inc.
Position Description
Care Coordinator – Grant County
Salary Range 18 (\$18.87 - \$27.44 per hour)

Position Classification	
Salary	
Hourly -----	X
Overtime Exempt	
Overtime Non-Exempt --	X
Safety Sensitive	

General Statement of Duties

Provides Care Coordination for senior programs such as Oregon Project Independence (OPI), Family Care Giver (FCG), and other programs that may be developed. Provides Options Counseling to qualified individuals. Establishes and maintains Outreach and Marketing of programs.

Provides Information and Assistance/Information and Referral services.

Supervision Received

Works under the supervision of the Assistant Director.

Supervision Exercised

There are no supervisory responsibilities in this position.

Typical Examples of Work (Any one position will not usually involve all the duties listed and many positions involve duties which are not listed.)

Oregon Project Independence - Provide Care Coordinator services in compliance with state regulations. Typical tasks include:

1. Increase public awareness of the Oregon Project Independence Program in the region.
2. Determine if client is eligible for home care services.
3. Develop and write care plans for clients containing, at a minimum, assessment, service hours, and client objectives.
4. Enter data from assessment form into the computer.
5. Make referrals to Employer Resource Connection (ERC).
6. Discuss the client's strengths, problems, anticipated difficulties, and expectations of the service with the service provider before the service begins.
7. Stay current on state regulations.
8. Monitor the quality and the quantity of the services provided; verify accuracy of monthly service units reported by service provider. Review billing for accuracy before presenting it to other staff for payment processing.
9. Reevaluate the client's needs and the client's eligibility annually.

10. Stay within allocations for client service hours and care management hours.
11. Prepare monthly reports as required.

Family Caregiver Support Program

1. Increase public awareness of the Family Caregiver Support Program in region.
2. Assess clients' need for respite and supportive services by in-home assessment or phone interview. Identify other caregiver support as needed. Follow up quarterly a year at a minimum.
3. Make referrals to Employer Resource Connection (ERC).
4. Verify caregiver's billing and forward to Fiscal Department for payment.
5. Facilitate meetings and provide community education when needed.
6. Stay current on program regulations.
7. Prepare monthly reports as needed.

Aging and Disability Resource Connection (ADRC) Services

1. Provide Information and Assistance (I&A) and Information and Referral (I&R) consistent with ADRC standards.
2. Provide Options Counseling to qualified clients in the agency offices, client's homes and in other settings, meeting the ADRC standards.
3. Perform data entry of services into the ADRC/Get Care database
4. Complete all required reports and documents.

Other

1. May teach Powerful Tools for Caregivers. Lead classes for Living Well/NDPP as needed and under the direct of the Senior Services Manager.
2. Provide office backup such as answering multi-line phones, greeting walk-in clients, etc., as needed.
3. Other duties as assigned by supervisor or agency leadership.

Required Education and Training (including Accreditation and/or Licensing)

- ~ Minimum high school education; college preferred.
- ~ Must have or achieve AIRS Certification within 4 years (3 years I&R referral experience or 2 years college level education to apply for AIRS certification).
- ~ Must have Options Counseling Certification within six months of job placement.
- ~ Must have or attend case management training as well as OPI and Family Caregiver training as available.
- ~ Ongoing training is required (minimum of 12 credits directly related to senior services

annually).

~ Valid Oregon driver's license required.

Knowledge, Skills, and Abilities

Knowledge:

the body of information you have that can be applied in helping you to do the job

- ~ Knowledge of various state and federal senior services program rules and regulations.
- ~ General knowledge of standard office procedures and operation of office machines.

Skills:

the quantifiable and measured handling of things, data or people, either verbally, manually, or mentally to accomplish an objective.

- ~ Active listening and interviewing skills
- ~ General computer skills including, but not limited to, Microsoft Word and Excel, typing, and data entry.
- ~ Critical thinking skills and analytical skills required.
- ~ Possess good time management skills.
- ~ Excellent verbal and written communication skills to the desired outcome of cooperative and effective communication with the public, client, and other staff members.

Abilities:

the capacity to perform or to express a given skill

- ~ Ability to assess and evaluate the physical and mental abilities of clients to function in their homes.
- ~ Ability to develop and use client and resource files.
- ~ Ability to relate well to older persons; experience as a home care aide, CNA or nursing home/hospital assistant is helpful.
- ~ Ability to work pleasantly with the public and other staff members.
- ~ Ability to organize and conduct meetings. Ability to follow written and oral instructions and to organize and complete tasks in a timely manner.
- ~ Demonstrate the ability to apply the required knowledge and skill listed above to a positive work outcome.

Work Environment and Physical Demands

- ~ Position predominantly requires sitting but will also include the following: standing, walking, bending, lifting, carrying, and kneeling.
- ~ Ability to lift up to 35 lbs. to move file boxes or office equipment, as needed.
- ~ Noise environment is that of a quiet office. Frequent telephone use and in-office

appointments, as well as in-home client appointments will change this atmosphere.
~ Traveling to appointments and/or meetings may result in long periods of sitting while driving or riding in a vehicle. (Use of personal vehicle required).

Must pass a pre-employment drug test and criminal history background check.

Community Connection is an Equal Opportunity Employer. We do not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or any other basis covered by appropriate law. All employment is decided on the basis of qualifications, merit, and business need.

If you need assistance or an accommodation due to a disability, you may contact us at info@ccno.org or you may call us at 1-541-963-3186.
