

Community Connection of Northeast Oregon, Inc.
Position Description
Care Coordinator
Salary Range 18 (\$19.43 - \$28.27 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), VA 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. May provide home delivered meals assessment.

SUPERVISION RECEIVED

Works under the supervision of the County Manager and Senior Services Manager.

SUPERVISION EXERCISED

Generally, there are no supervisory responsibilities with 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 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 the expectation 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 to other staff for payment processing.

9. Reevaluate the client's needs and the client's eligibility annually.
10. Travel regularly throughout their county, and the region as needed, and occasionally to training and conferences within the state. (Use of personal vehicle accompanied by appropriate business-use auto insurance will be required).
11. Stay within allocations for client service hours and care management hours.
12. 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.
8. Travel regularly throughout their county, and the region as needed, and occasionally to training and conferences within the state. (Use of personal vehicle accompanied by appropriate business-use auto insurance will be required).

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.
5. Travel regularly throughout their county, and the region as needed, and occasionally to training and conferences within the state. (Use of personal vehicle accompanied by appropriate business-use auto insurance will be required).

Veterans Administration - In Home Care (if applicable)

1. Receive client referrals from the Veterans Administration.
2. Complete an in-home assessment of client's needs.
3. Work with VA representative in developing or implementing client care plans.
4. Make referrals to Employer Resource Connection (ERC).
5. Stay current on program regulations.
6. Monitor the quality and the quantity of the services provided; verify accuracy of monthly service units reported by service provider.
7. Review billing for accuracy before presenting to other staff for processing payment.
8. Reevaluate the client's needs and the client's eligibility annually.
9. Travel regularly throughout their county, and the region as needed, and occasionally to training and conferences within the state. (Use of personal vehicle accompanied by appropriate business-use auto insurance will be required).
10. Stay within allocations for client service hours and care management hours.
11. Prepare monthly reports as required.

Other

1. Teach Powerful Tools for Caregivers. Lead classes for Living Well/NDPP/Pearls.
2. May perform initial Meals on Wheels client assessments and eligibility screenings, using approved eligibility guidelines. Perform re-assessments with each Meals on Wheels client individually twice a year to assess any changes in their mental well-being and physical health. At least one visit per year will be in the client's home.
3. May plan nutrition education activities.
4. Provide office back-up such as answering multi-line phone, greeting walk-in clients, etc., as needed.
5. Other duties as assigned by supervisor or agency leadership.

EDUCATION, SKILLS AND ABILITIES REQUIRED

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 trainings as available. Ongoing training is required (minimum of 12 credits directly related to senior services annually).

Ability to assess and evaluate the physical and mental abilities of clients to function in their home; active listening and interviewing skills; 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.

General knowledge of standard office procedures and operation of office machines. Ability to type 40-50 wpm, use word processing and spreadsheet software, perform data entry, and 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. Must pass pre-employment drug test and criminal history background check. Valid Oregon driver's license required.

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.

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.
