

Community Connection of Northeast Oregon, Inc.
Position Description
OPI – Medicaid Services Caseworker
Salary Range 22 (\$21.28 - \$30.96 per hour)

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

General Statement of Duties

Coordinate services between clients across all four counties (Baker, Grant, Union, and Wallowa) who qualify for Oregon Project Independence – Medicaid (persons with disabilities-18 years and over, and seniors-60 years and over) and the Oregon Department of Human Services. Manage casefiles for OPI-M clients, with a focus on promoting the individual's choice and independence. Work closely with the Senior Services Manager to achieve optimal customer service to individuals qualifying for OPI-M (funded by the Centers of Medicare and Medicaid Services). Provide Information and Assistance/Information and Referral services.

SUPERVISION RECEIVED

Works under the supervision of the Senior Services Manager.

SUPERVISION EXERCISED

Generally, 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.)

- 1) Provide program consultation – presenting service options, resources and alternatives to the individual to assist the individual in making informed choices and decisions about the programs. Make referrals to Employer Resource Connection (ERC).
- 2) Discuss potential service options with clients. Evaluate for individual needs, preferences, and safety (i.e... the client's strengths, problems, anticipated difficulties, and service expectations with the service provider).
- 3) Meet with client in their own home to appropriately evaluate the communicated needs.
- 4) Compose in-home service plans for clients including all applicable details regarding person centered care (service hours, homecare worker schedule, and client objectives).
- 5) Perform data entry and case management within several Oregon State online systems to complete and submit reports, enter in-home service plan information, as well as monitor dashboard and case notes in Oregon's ONE system for completeness and accuracy.
- 6) Remain current on all state and federal regulations pertaining to the deliver of the services provided under the purview of this position, OPI-M and other applicable programs.
- 7) 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.

- 8) Monitor client service hours and ensure the allocations are adhered to.
- 9) Prepare monthly reports as required.
- 10) Perform monthly check-ins with each client, evaluating on-going need.
- 11) Travel regularly throughout all 4 counties, and the region as needed, and occasionally to training/conferences within the state.
- 12) Provide office back-up such as answering multi-line phone, greeting walk-in clients, etc., as needed.
- 13) Other duties as assigned by supervisor or agency leadership.

REQUIRED EDUCATION AND TRAINING (Including Accreditation and/or Licensing)

- ~ High School diploma/GED certificate required.
- ~ College education with emphasis on social services – preferable but not required.
- ~ 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 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 driver's license is required, as traveling to each of the counties is required.
- ~ One year's experience working in social service programs with case management experience preferred. Experience working with seniors and persons with disabilities.
- ~ Other training as needed.
- ~ Ability to successfully pass a pre-employment drug test and criminal history background check.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge:

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

- ~ General knowledge of standard office procedures and operation of office equipment.
- ~ Knowledge of various state and federal Medicaid program rules and regulations.

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 office skills including, but not limited to, Microsoft Word and Excel, and a variety of federal and state database programs. Must possess strong writing skills.
- ~ Critical thinking skills and analytical skills to appropriately assess client's needs.
- ~ Possess good time management skills.
- ~ Excellent verbal and written communication skills to the desired outcome of cooperative and effective communication with the public, clients, and other staff members.

Abilities:

the capacity to perform or to express a given skill

- ~ Demonstrate the ability to develop and use client and resource files.
- ~ Ability to assess and evaluate the physical and mental abilities of clients to function in their home.
- ~ Ability to type proficiently, use word processing programs, spreadsheet software and perform data entry.
- ~ Demonstrate the ability to recognize when mental health struggles impact the communication and decision making of clients. Be able and willing to use appropriate judgement in moving forward with the assessment and case management.
- ~ Ability to organize and conduct meetings, including strong research, writing and verbal skills and timely submission of work product.
- ~ Demonstrate the ability to apply the required knowledge and skill listed above to a positive work outcome.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

- ~ Ability to relate well to older persons.
- ~ 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 environment. Frequent telephone use, in-office appointments, or attending community events may change this atmosphere.
- ~ Traveling to appointments and/or meetings may result in longer periods of sitting while driving or riding in a vehicle.

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.

JOB DESCRIPTION ACKNOWLEDGEMENT

I acknowledge that I have received a copy of this job description applicable to the fiscal year effective as of the revision date below.

I have reviewed and understand the job duties and responsibilities assigned to me in this position.

Employee Signature: _____

Date: _____