

**Lane Council of Governments
Job Classification**

Job Title: Home Care Worker Specialist

FLSA Status: Non-Exempt

Division: Senior and Disabled Services

Range: 6

Reports To: Program Supervisor

Last Revised: August 2007

General Statement of Duties

Performs clerical and administrative work of moderate difficulty and variety. Work requires knowledge of Oregon's Home Care Worker Program, including its rules, regulations, forms, data systems, and procedures. Work is performed within generally accepted or established methods, practices, and procedures.

Supervision Received

Work is performed under general supervision and work performance is evaluated through periodic checks and through the adequacy and timeliness of products and services provided and results observed.

Supervision Exercised

None.

Resource Responsibility

Limited discretionary responsibility for monetary or human resources. Duties that include working with monetary resources are subject to review and include checks and balances.

Distinguishing Features

HCW Specialist position is distinguished from the Administrative Aide III position in the following ways: (1) direct responsibility for problem resolution related to providers. This includes phone calls and in-person contacts with prospective and current providers who may be angry or frustrated about their pay or employment status, including denial of employment. (2) Direct responsibility for giving public educational presentations about the program to prospective providers. (3) Direct responsibility for maintaining a referral registry and assisting in matching clients with care providers.

Essential Job Functions

Maintains client/provider files (in hard copy and electronic forms).

Screens prospective provider's application for completeness and processes applications.

When processing is completed, requests provider number.

Schedules and presents weekly or bi-weekly orientation to inform prospective providers about the goals, requirements and expectations of the Home Care Worker program and to acquaint them with the program's payment system and related issues, including adult/elder abuse. Develops and maintains materials used during program orientations.

Screens, prorates and enters 546 authorizations on computer. (This process generates the provider time sheet/voucher.)

When complete and signed, processes voucher by entering data on computer to generate the provider's paycheck. Resolves voucher problems, as necessary.

Staffs problems relating to authorizations and vouchers with Case Managers.

Handles inquiries and complaints from providers regarding the processing of their paychecks. Resolves these matters, as appropriate.

Maintains a referral registry of providers whose references and prior work experience have been verified. Helps match providers with clients.

Maintains an up-to-date list of available jobs. Assists provider follow-up on available jobs.

Checks in-home contractor's monthly billing statement for accuracy. Makes corrections, as needed, and communicate corrections to contractor and affected Case Managers, Supervisors and other S&DS offices.

Responds to reference inquiries on providers from other agencies and organizations.

Receives and refers abuse complaints to S&DS' Protective Services Team.

Prepares regular and special reports on Home Care Worker Program activities.

Other Job Functions

Provides back-up support within the HCW Program and the division in case of absences or workload.

Participates in meetings, committees, and staff training opportunities.

Provides mentoring and training for co-workers and volunteers.

Performs other related duties as assigned.

Working Conditions

The work is performed primarily indoors requiring hand/eye coordination in the operation of office equipment. Work involves some travel to make home or facility visits with potential exposure to hostile persons, animals, diseases, unsanitary conditions, and traffic hazards.

Knowledge, Skills, and Abilities

Knowledge of HCW Program, including its policies and procedures.

Knowledge of issues, problems and concerns of senior citizens and people with disabilities.

Ability to prioritize and respond to high volume of phone calls and other communications.

Ability to work under pressure.

Ability to communicate effectively with other employees, providers, representatives of other agencies, and the general public using tact, courtesy and good judgment.

Ability to prepare reports and maintain accurate, up-to-date records.

Ability to work with accuracy and attention to detail to meet deadlines.

Ability to understand and execute oral and written instructions, policies and procedures.

Ability to operate standard office equipment such as typewriter, computer, fax machine, calculator and photocopier.

Ability to perform math computations.

Education and Experience

High school diploma or G.E.D. and three years general office or related experience, or any combination of education and experience that provides the skills, knowledge, and ability necessary to perform the job.

Licenses, Certificates, and Other Requirements

A valid Oregon driver's license, or the ability to obtain reliable transportation to a variety of sites in Lane County. Must be able to pass a Criminal History Check.