

**Lane Council of Governments  
Job Classification**

**Job Title: Area Coordinator**

**FLSA Status: Non-Exempt**

**Division: Senior & Disabled Services**

**Range: 10**

**Reports To: Program Supervisor**

**Last Revised: May 2007**

**General Statement of Duties**

Performs information and referral, short-term assistance, case management and family caregiver services for senior citizens living independently in their own homes. Work is performed within the established and defined methods, practices, and procedures of the Senior Connections Program, the services of which have less complex eligibility requirements than the public assistance programs (e.g., Medicaid, Food Stamps) administered by Senior & Disabled Services.

**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 responsibility for monetary or human resources. Decisions are subject to review.

**Essential Job Functions**

Conducts initial screening by telephone or in-person to determine need for assistance of senior citizens living independently in the community. Provides information, referral and informal counseling to individual, family member or concerned citizen.

Assesses client needs; confers with family and service providers; completes eligibility determinations, and authorizes the following services: Family Caregiver Respite and Supplemental Services, energy assistance, escort services, Meals on Wheels, and ElderHelp.

Develops and implements care plans for OAA clients; maintains records, and completes reporting forms. Also identifies and refers potential clients to other units or agencies administering public assistance programs, including Medicaid, Food Stamps, General

Assistance, and Oregon Project Independence.

Promotes and markets the Family Caregiver and other senior programs through public education activities including group presentations, dissemination of brochures, flyers, press releases and related work with the media (print and electronic). May assist with development of written materials, relevant content for web site, participate in health fairs, etc. Also, may assist with the provision of training to family caregivers.

Advises other S&DS staff; to assure that appropriate referrals are made to Family Caregiver support services.

Maintains caseload of case managed clients; follows up periodically, responds to changes in client status and eligibility; makes appropriate referrals; monitors progress; maintains case records. Collaborates with outside agencies and various S&DS staff to optimize service to the client. Narrates client activity and service authorization in Oregon ACCESS.

Responds to calls regarding senior citizens at risk; determines level of risk, locates and contacts potential resources, assists in developing an action plan, and serves as client advocate for senior citizens living independently who are having problems obtaining services.

Refers cases of suspected abuse, exploitation, or neglect to Adult Protective Services.

Completes welfare checks at request of Adult Protective Services for at risk seniors, locates and contacts potential resources; provides information, assistance as appropriate.

Coordinates volunteers to assist Senior Connections clients; may recruit, interview, screen, and match volunteers with senior citizens who need assistance; attends meetings and training sessions with volunteers. Also performs duties of Site Supervisor for Senior Companions, i.e., approves time sheets, mileage reimbursement, and completes annual performance reviews, provides coaching, ongoing training.

Facilitates access to public and private prescription drug savings programs for seniors who request prescription drug assistance; provides information, screens for eligibility, locates participating pharmaceutical companies, assists senior in completion of forms.

Assists with application for Medicare drug benefits.

Maintains up-to-date knowledge of community resources and services provided by other agencies and service organizations. Maintains a resource file and contact list of referral sources and provides information and referral services to senior citizens, family members, caregivers and concerned citizens.

May attend meetings of community groups to network, as well as promote the Senior Connections Program.

Prepares a variety of reports to meet program requirements.

### **Other Job Functions**

Provides back-up support to other positions and the office in case of absence or work overload.

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 visits with potential exposure to animals, diseases, unsanitary conditions, and traffic hazards.

### **Knowledge, Skills, and Abilities**

Knowledge of issues, problems, and concerns of senior citizens.

Some knowledge of legal requirements, standards, regulations, and laws applicable to programs for senior citizens.

Knowledge of community resources and services for the elderly.

Strong interpersonal and problem solving skills, and the ability to resolve conflicts effectively.

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

Ability to interview clients to assess needs.

Ability to work independently, manage a high volume of work, set priorities and meet deadlines.

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 terminal, word processor, transcriber, calculator and photocopier.

Ability to establish and maintain effective working relationships with employees, senior citizens, other agencies and the general public.

Ability to physically perform assigned duties.

### **Education and Experience**

High school diploma or G.E.D. and **four** years experience working in human service programs, preferably with senior citizens, or any combination of education and experience that provides the applicant with the required knowledge, skills, and ability.

### **Licenses, Certificates, and Other Requirements**

Valid Oregon State driver's license or **the ability to obtain a valid driver's license within 30 days of hiring.**