

**Lane Council of Governments
Job Classification**

Job Title: Assistant Case Manager **FLSA Status:** Non-Exempt

Division: Senior & Disabled Services **Range:** 8

Reports To: Program Supervisor **Last Revised:** May 19, 2004

General Statement of Duties

Assists Case Managers in performing more routine case management duties, while learning varied State and Federal program requirements and regulations. Performs a variety of technical duties in social service assistance.

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 to moderate responsibility for monetary or human resources. Includes final decisions or recommendations regarding correct use of resources of a routine nature. Decisions made within policy guidelines.

Essential Job Functions

For clients currently receiving services, conducts re-assessment of client functioning, resources, and needs. Documents a client's continuing eligibility for public services; completes necessary forms and authorizations. Conducts re-assessments in person and in a variety of settings (e.g. office, client's home, licensed long term care facility).

Determines continued financial eligibility for more routine or stable cases. Verifies information and documents in the clients file as required by rule.

Assists with the monitoring of client care plans.

Serves as a liaison to HACSA for housing vouchers.

Assists case managers by filling-out miscellaneous paperwork; contacting third parties for verification; completing yearly updates of client information.

Assists client with obtaining material to document their eligibility. Makes home visits as needed to obtain necessary information.

Provides assistance with administrative tasks such as mailing and receipting of forms and checking state screens for correct provider payment.

Completes special projects under the direction of a Program Supervisor.

Other Job Functions

Performs other duties as assigned, including backup of essential office functions as needed.

May assist with client moves from one residence to another.

Working Conditions

The work is performed primarily indoors, requiring hand/eye coordination in the operation of office equipment. There is occasional travel to other sites for meetings or training, as well as occasional travel to visit clients in homes or facilities, with potential exposure to animals, diseases, unsanitary conditions, and traffic hazards.

Knowledge, Skills, and Abilities

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

Knowledge of legal requirements, standards, regulations, policies and procedures related to programs for senior citizens.

Knowledge of community resources and services for the elderly.

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

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 interpret regulations and apply them to case situations.

Ability to operate standard office equipment such as typewriter, computer, word processor, 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

Associates Degree in a related field plus 1 year human services experience, OR
High school diploma or G.E.D., plus 3 years experience working in human service programs, preferably with the elderly and disabled, OR
Any combination of education and experience which would provide the applicant with the skills, knowledge and ability required to perform the job.

Licenses, Certificates, and Other Requirements

Valid Oregon State driver's license or the ability to obtain reliable transportation to a variety of sites in Lane County.