

**Lane Council of Governments
Job Classification**

Job Classification: Assistant Case Manager

Job Title: Home Care Program Assistant

FLSA Status: Non-Exempt

Division: Senior and Disabled Services

Range: Salary Range 8

Reports To: Program Supervisor

Established: April 2008

General Statement of Duties

Assists case managers with the implementation of processes and policies related to the Home Care Worker Program. Incumbent will perform a variety of technical and clerical duties in social services assistance and care planning primarily for in-home care clients.

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 with only general checks for reasonableness of actions. Decisions made within policy guidelines.

Essential Job Functions

Use the Client Assessment and Planning system for client-employers (consumers) currently receiving services.

Modify form 546 if there is a change in home care worker during the month.

Provide assistance with the monitoring of consumer care plans. Narrates case circumstances and agency actions on Oregon ACCESS.

Assists case managers in the confirmation of the HCWer start/stop dates and schedules, track/calculate vacation/leave time for HCW.

Serves as a liaison to the SEIU/HCWer union and Lane Independent Living Alliance S.T.E.P. program.

Recruits for specialized needs within the homecare worker program: foreign language, rural areas and

specific care needs (i.e. live-in, split and weekend shifts, ventilator and tracheotomy care) related to disabilities.

Assists case managers by completing/tracking return of paperwork that relates to the HCW program.

Acts as the primary contact for clients/representatives who need assistance in locating HCW via the online Home Care Commission Registry and Referral System. This may require telephone calls and/or home visits, to obtain necessary information to establish consumer preferences. Assists the client-employer in locating a HCW via the Home Care Commission Registry and Referral System.

Presents program information to other medical or social organizations or entities, as required, participate in opportunities for sharing Registry procedures and local practices and protocols.

Respond to questions regarding Home Care Worker Program from S&DS staff and Community Partners. Does the necessary research for the response.

Receives and refers abuse complaints to S&DS Adult Protective Services team.

Other Job Functions

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

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 consumers 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.

Strong presentation and communication skills: communicate clearly and concisely, both orally and in writing.

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 work collaboratively in a team setting. Good team player skills are necessary, including the willingness to collaborate, share information and contribute to the team's success as necessary. Uses a collaborative approach to problem solving and has a history of cooperative/collaborative working relationships.

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. Must be able to pass a criminal history check.