

ROGUE VALLEY COUNCIL OF GOVERNMENTS

Job Description



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| Job Title: | SDS Service Coordinator – Lead | | |
| Department: | Senior and Disability Services (SDS) | | |
| Location: | Central Point, Grants Pass, and/or Medford | | |
| Reports to: | SDS Direct Services Supervisor | Travel Required: | Yes |
| Last updated: | 10/17/2017 | Classification: | 11 |

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| Direct Reports: | Type of position: | Hours: 40 hours / week |
| None | Full-time Part-time | Exempt |
| | On-Call Intern | Non-exempt |
| | Contractor | |

GENERAL DESCRIPTION

Assist SDS Direct Services Supervisor to coordinate the day-to-day SDS Service Coordinator job functions with a focus on quality assurance. Act as Lead to SDS Service Coordinators providing program services. Provide ongoing care consultation and care coordination for RVCOG programs, which may include: Oregon Project Independence (OPI); OPI People with Disabilities (OPI PWD); Older Americans Act (OAA) Family Caregiver Support Services (FCG); STAR-C; Coleman Care Transitions Interventions (CTI); Veterans Directed Home and Community-Based Services (VD-HCBS); and Aging and Disability Resources Connection (ADRC) services including Information and Referral/Assistance (I&A/R) and Person-Centered Options Counseling (PCOC). Deliver, as assigned, similar services tailored to the needs of individual organizations.

ESSENTIAL JOB FUNCTIONS

1. Serves as Lead SDS Service Coordinator, including acting as technical advisor and staff consultant for SDS Service Coordinators. Provides quality assurance for SDS Service Coordinator services and assures services are available from 8 am to 5 pm, Monday through Friday. As needed, assists SDS Direct Services Supervisor to coordinate SDS Service Coordinator staff meetings.
2. Facilitates seamless service delivery to consumers across all SDS and Aging and People with Disabilities (APD) programs.
3. Provides assistance over the phone, in-person, or in the field.
4. Provides I&R/A services according to guidelines as listed in the ADRC of Oregon Policy & Procedure manual and according to Alliance of Information and Referral System (AIRS) standards. Maintains knowledge of ADRC resources and services and explains to consumers how to get help or information. Records required information in the ADRC call module and makes follow-up calls. Identifies and refers potential Person-Centered Options Counseling (PCOC) consumers.
5. Provides PCOC services. Determines the need for PCOC; conducts a person centered assessment; educates consumer regarding community resources and options; facilitates consumer self-direction; assists with future planning; and conducts individual follow up. Adheres to ADRC of Oregon Options Counseling Policies and Procedures. Facilitates streamlined access to public programs for those who appear eligible for one or more public Long Term Services and Supports (LTSS) options such as Medicaid, OPI, state revenue programs, and/or Veterans programs.
6. Provides Service Coordination, as assigned, for the following programs: OPI; OPI PWD; FCG; and VD-HCBS. Individualizes and integrates social and health care options for or with a person/family being served. Provides access to an array of service options to assure appropriate levels of service and maximize coordination in the service delivery system. Includes the following general components: access, assessment, service implementation, monitoring, and adjustments.
7. Provides other specialized services, as assigned, for the following programs: STAR-C; Powerful Tools for Caregivers; Coleman Care Transitions Interventions; and other services tailored to the needs of individual organizations.
8. Screens for referral to Aging and People with Disabilities Medicaid and Financial Assistance programs and for other available resources/programs.

9. Coordinates with other agencies and community services to meet consumer needs.
10. Maintains up-to-date and accurate information in ADRC Database and OACCESS/NAPIS.
11. Completes reports as required.
12. Participates in state and local meetings as assigned.

AUXILIARY JOB FUNCTIONS

1. Other related duties as assigned.

SUPERVISORY RESPONSIBILITIES

None

SUPERVISION RECEIVED

Receives supervision from the SDS Direct Services Supervisor.

RELATIONSHIP TO OTHERS

Maintains a close and collaborative relationship with RVCOG and APD staff, other social service staff, health care providers, clients, other agencies, and the general public.

ACCOMMODATIONS

The information contained in this job description is in compliance with the Americans with Disabilities Act (ADA). To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The qualification requirements, physical demands, and work environment described in this job description are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions of the job and must not prohibit the employment of a person with disabilities.

QUALIFICATION REQUIREMENTS

EDUCATION, TRAINING, AND EXPERIENCE

1. Education: Bachelor's degree with major course work in social services; course work in geriatrics and gerontology preferred.
2. Experience: A minimum of 4 years of progressively responsible social services experience required.
3. Substitution: Any satisfactory equivalent combination of education, training and experience which demonstrates the knowledge, skills and abilities required to perform the duties of the job.

SPECIAL REQUIREMENTS

1. License: Possession of, or the ability to obtain and retain an Oregon driver license by the time of appointment, or otherwise have immediate point to point transportation available. CIRS/A/D certification within 18 months of hire.
2. Vehicle: Possession of, or permanent access to, a personal vehicle.
4. Other: Pass Criminal History Background Check; demonstrate knowledge and proficiency in the use of computer software.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

1. The theory and practice of social services delivery;
2. The problems and issues confronting older adults, people with physical, intellectual, and developmental disabilities of all ages, veterans, and family caregivers;
3. Confidentiality rules regarding client and provider records and investigation, and ability to adhere to these rules; and
4. Community resources available to benefit this population.

Related skills:

1. Exceptional listening skills;
2. Grant writing;
3. Performing psycho/social assessments; and
4. Excellent interpersonal skills with a commitment to delivering high quality customer service in a professional manner.

Ability to:

1. Provide technical assistance and consultation to SDS Service Coordinators, and provide quality assurance for delivered services;
2. Assure consumer satisfaction and continuous quality improvement of SDS Service Coordination services;
3. Comply with AIRS Standards;
4. Work independently within assigned area of responsibility and make competent decisions;
5. Operate a personal computer and perform accurate and timely data entry;
6. Use complicated databases to track a variety of programs;
7. Communicate effectively both orally and in writing;
8. Work effectively with clients and use good judgment in handling pertinent issues;
9. Perform multiple tasks simultaneously;
10. Make effective presentations to small and large groups; and
11. Work as an effective team member and establish and maintain harmonious and cooperative working relationships with staff and a wide variety of people.

PHYSICAL DEMANDS

(1) Mobility: frequent sitting for long periods of time; occasional bending or squatting. (2) Lifting: occasionally up to 30 pounds. (3) Vision: constant use of overall vision; frequent reading, close-up work, and exposure to computer screens; occasional color and depth vision. (4) Dexterity: frequent use of keyboard and repetitive motion. (5) Hearing/Talking: frequent hearing and talking, in person, in public, and on the phone. (6) Emotional/Psychological: constant coworker and/or public contact.

WORK ENVIRONMENT

Work is performed in a typical office environment utilizing a computer and a variety of other office equipment. Travel in the two-county area (Jackson/Josephine) is required, travel to other parts of the state and other states may occasionally be required, and attendance at evening and weekend meetings or events may also be necessary.

ADDITIONAL INFORMATION

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the employee in this job. They are not intended to be an exhaustive list of all responsibilities, duties, knowledge skills, or abilities required of the position. The various responsibilities and/or assignments of this position may be unevenly balanced and change from time to time based upon matters such as, but not limited to, variations in the shift, work demands, service levels and management's decision on how to best allocate department resources. Any shift variations, emphasis or rebalancing of duties, responsibilities and/or assignments does not constitute a change in the job classification.

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| APPROVED BY: Lauren Champagne | Date: 10/17/17 | SDS Direct Services Supervisor |
| REVIEWED BY: Ann Marie Alfrey | Date: 10/17/17 | HR Manager / Assistant to Executive Director |
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