

ROGUE VALLEY COUNCIL OF GOVERNMENTS

Job Description



Job Title:	Service Coordinator		
Department:	Senior and Disability Services (SDS)		
Location:	Central Point		
Reports to:	SDS Direct Services Programs Supervisor	Travel Required:	Yes
Last updated:	9/1/2021	Classification:	10
Direct Reports:	Type of position:	Hours: 40 hours / week	
None	Full-time Part-time	Exempt	
	On-Call Intern	Non-exempt	
	Limited Duration		

GENERAL DESCRIPTION

Determine eligibility to receive assistance and provide program referral and coordination for RVCOG programs, which may include: Oregon Project Independence (OPI); Family Caregiver (FCG) support services; STAR-C; Veterans Directed Care (VDC); and Aging and Disability Resource Connection (ADRC) services including Information and Referral/Assistance (I&A/R) and Person-Centered Options Counseling (PCOC) or other programs as determined by Senior and Disability Services.

ESSENTIAL JOB FUNCTIONS

1. Advise public on social, behavioral and health care program options available for an individual or family being served.
2. Interpret and explain information such as eligibility requirements, application details, payment methods, and applicant's legal rights via phone and in person.
3. Interview potential recipients at initial eligibility and specified intervals throughout the year to certify their continuing eligibility for benefits and/or need for additional services.
4. Compile, record, and evaluate personal and financial data to verify completeness and accuracy and to determine eligibility status of various programs.
5. Provide ongoing service coordination, as assigned, to particular programs, which may include OPI, FCG, VDC, and STAR-C.
6. Initiate procedures to grant, modify, deny, or terminate assistance, or refer applicants to other agencies for assistance.
7. Provide access to an array of service options to assure appropriate levels of service and maximize coordination of the service delivery.
8. Screen for referral to Aging and People with Disabilities Medicaid and Financial Assistance programs and for other available resources/programs.
9. Coordinate with other agencies and community services to meet consumer needs.
10. Maintain up-to-date and accurate information in ADRC Database and GetCare/OACCESS/NAPIS.
11. Keep records of assigned cases and prepare required reports.
12. Participate 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 Programs Supervisor.

RELATIONSHIP TO OTHERS

Maintain close and collaborative relationship with RVCOG and Aging and People with Disabilities 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 is preferred.
2. Experience: A minimum of 3 years of experience working in human services programs, preferably with seniors and people with disabilities.
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.
2. Certification for Community Resources Specialist – Aging/Disabilities (CRS/A/D) is preferred but may be completed within 18 months of hire.
3. 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. Community resources available to benefit this population;
4. Confidentiality rules regarding client and provider records and investigation, and ability to adhere to these rules; and
5. Vocabulary, spelling, grammar, and proper usage.

Related skills:

1. Exceptional listening skills;
2. Professional phone etiquette;
3. Advanced computer skills including Word, Excel, Outlook, and database management;
4. Critical thinking; and
5. Excellent interpersonal skills with a commitment to delivering high quality customer service in a professional manner.

Ability to:

1. Assure consumer satisfaction and continuous quality improvement of SDS Service Coordination services;
2. Comply with AIRS certification information and referral standards;
3. Work independently within assigned area of responsibility and make competent decisions;
4. Operate a personal computer and perform accurate and timely data entry;
5. Use multiple databases to track a variety of programs;
6. Communicate effectively both orally and in writing;
7. Work effectively with clients and use good judgment in handling pertinent issues;
8. Perform multiple tasks simultaneously;
9. Make effective presentations to small and large groups, both virtually and in person; and
10. 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 as well as in consumers' homes. 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.

APPROVED BY: **Constance Wilkerson**

Date: 09/01/2021

SDS Program Director

REVIEWED BY: **Jodi Wilson**

Date: 09/01/2021

Human Resources Manager

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