

ROGUE VALLEY COUNCIL OF GOVERNMENTS

Job Description



Job Title:	SDS Case Manager I – Bilingual		
Department:	Senior and Disability Services (SDS)		
Location:	Central Point, Grants Pass, and/or Medford		
Reports to:	SDS Program Supervisor	Travel Required:	Yes
Last updated:	07/25/2025	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

Delivers case management and coordination of care in various settings in both English and Spanish, including over the phone, in-office, and in the home of consumers and other community care environments for Senior and Disability Services programs. Provides Information and Referral/Assistance (I&R/A) services through the Aging and Disability Resource Connection (ADRC). Performs accurate and timely data entry into various databases. This position collaborates with internal and external service delivery partners.

ESSENTIAL JOB FUNCTIONS

1. Provides case management and coordination of care for assigned SDS programs with a person-centered focus. Provides access to an array of service options to assure appropriate levels of service and to maximize coordination within the service delivery system. Includes the following general components: eligibility; assessment; service planning and implementation; monitoring; and management of resources.
2. Provides Information and Referral/Assistance (I&R/A) services through the Aging and Disability Resource Connection (ADRC), either in-person, by telephone, or virtually. 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. Completes required training to maintain certifications required for this job function.
3. Provides Person-Centered Options Counseling (PCOC) services by conducting a person-centered assessment, educating consumer regarding community resources and options, facilitating consumer self-direction, assisting with future planning, and conducting individual follow up. Adheres to ADRC of Oregon Options Counseling Policies and Procedures. Facilitates access to and coordination with public programs.
4. Provides support to eligible consumers through available financial support funds including transportation, medication, food, and caregiver respite reimbursements.
5. Coordinates with other agencies and community services to meet consumer needs.
6. Performs accurate and timely data entry of consumer information into various databases.
7. Completes reports as required.
8. Participates in state and local meetings and trainings as assigned.

AUXILIARY JOB FUNCTIONS

1. Other related duties as assigned.

SUPERVISORY RESPONSIBILITIES

None

SUPERVISION RECEIVED

Receives supervision from the SDS Program 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 3 years of case management in social services 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.
2. Vehicle: Possession of, or permanent access to, a personal vehicle.
3. Other: Pass Criminal History Background Check; demonstrate knowledge and proficiency in the use of computer software; achieve Inform USA Community Resource Specialist – Aging/Disabilities (CRS-A/D) certification within 18 months of hire; Bi-lingual English/Spanish required.

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 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 in both English and Spanish.

Related skills:

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

Ability to:

1. Assure consumer satisfaction and participate in continuous quality improvement of SDS Services;
2. Comply with Inform USA 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 complicated databases to track a variety of programs;
6. Communicate effectively both orally and in writing in both English and Spanish;
7. Work effectively with clients and use good judgment in handling pertinent issues;
8. Identify and respond professionally to the public, consumers and coworkers with empathy and positivity;
9. Perform a variety of social and eligibility assessments;
10. Perform multiple tasks simultaneously;

11. Maintain focus in busy and/or noisy environments; and
12. 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 and other community care environments. 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: Ann Marie Alfrey	Date: 12/05/2024	Executive Director & Interim SDS Director
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REVIEWED BY: Adrian Modjeski	Date: 12/05/2024	HR & Admin Svcs Director
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