ROGUE VALLEY COUNCIL OF GOVERNMENTS

Job Description

Job Title:	**SDS Case Aide**		
Department:	**Senior and Disability Services (SDS)**		
Location:	**Central Point, Grants Pass, and/or Medford**		
Reports to:	**SDS Program Director**	Travel Required:	**Yes**
Last updated:	**10/28/26**	Classification:	**8**

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

GENERAL DESCRIPTION

Assists case managers in the delivery of long-term care to older adults and adults with physical disabilities. Performs limited casework, client advocacy and provider liaison duties and support in the administrative portion of case management. Coordinates care in various settings, including over the phone, in-office, and in the home of consumers and other community care environments for Senior and Disability Services programs. This position collaborates with internal and external service delivery partners.

ESSENTIAL JOB FUNCTIONS

1. Provide support to case management team and Program Director in the coordination of care for assigned SDS programs with a person-centered focus.
2. Assist case managers with document file maintenance, including creating new files and scanning and filing forms.
3. Assist in the set up and ongoing support for processing of benefit renewals, including providing clients with reminders for important appointments.
4. Request and send documentation both to and from clients, and from APD branches.
5. Make home visits as needed to obtain signatures, deliver items, perform welfare checks, and assure the appropriate continuity and effectiveness of developed care plans and service authorizations initiated by case managers.
6. Assist in referrals for ancillary/K-plan services, such as home delivered meals, emergency response systems, etc.
7. Timely consultation with case manager or Program Director when identifying problematic or unsafe in-home plans or significant change in client functioning.
8. Ongoing consultation with case managers regarding client/case needs and status.
9. Research and investigate community resources and possible service providers; collect program data, prepare reports and evaluate information for special studies; participate in in-service training; provide casework consultation.
10. Prepare program correspondence, documents and program related material such as "unable to contact" letters, as directed.
11. Coordinate with other agencies and community services to meet consumer needs.
12. Perform accurate and timely data entry of consumer information into various databases and record narrative entries in electronic case files daily.
13. Complete reports as required.
14. Participate in state and local meetings and trainings as assigned.

AUXILLARY JOB FUNCTIONS

1. Other related duties as assigned.

SUPERVISORY RESPONSIBILITIES

None.

SUPERVISION RECEIVED

Receives supervision from the SDS Program Director.

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: Completion of high school or equivalent plus additional specialized training equal to 2 years of college with course work in social services; course work in geriatrics and gerontology preferred.
2. Experience: A minimum of 2 years of social services work 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 and 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 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 and communication skills;
2. Excellent attention to detail and organizational skills;
3. Advanced computer skills including Word, Excel, Outlook, and database management; and
4. 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. Demonstrate an understanding of RVCOG's diversity objectives and actively seek to achieve goals. Consistently treat clients, partners and coworkers with dignity and respect;
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;
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;
12. Receive, interpret, and implement job-related instruction, guidance, coaching, and training (both formal and informal) while progressively improving skills and overall success in performing assigned duties;
13. Incorporate feedback in a constructive manner that demonstrates understanding of any performance concern and an ability and willingness to achieve the required consistent and sustained improvement; and
14. 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. Some duties involve interactions with angry, hostile, and/or frustrated individuals and those with behavioral and/or cognitive challenges. Some duties involve exposure to environmental factors and unpleasant living conditions and may be exposed to household pets and potentially communicable health conditions. Travel in the two-county area (Jackson/Josephine) is required, including very rural areas. 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:	**Monique Clark**	Date: 11/02/2026	**Senior & Disability Services Director**
REVIEWED BY:	**Adrian Modjeski**	Date: 11/02/2026	**HR & Admin Svcs Director**

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