

**Lane Council of Governments
Job Classification**

Job Title: Area Coordinator
Division: Senior & Disabled Services
Program: Senior Connections Program
Reports To: Program Supervisor

FLSA Status: Non-Exempt
Range: 13
Last Revised: April 2011

General Statement of Duties

Performs information and referral, short-term assistance, case management and family caregiver services for senior citizens living independently in their own homes. Work is performed within the established and defined methods, practices, and procedures of the Senior Connections Program.

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

Moderate responsibility for monetary or human resources. Includes final decisions or recommendations regarding the correct use of resources with only general checks for reasonableness of actions. Decisions made within policy guidelines.

Essential Job Functions

Conducts initial assessments in person to determine needs and/or eligibility for assistance of citizens aged 60 and over, living independently in the community. Provides information, referral and informal counseling to individual, family member or concerned citizen.

Conducts functional assessment to determine transportation needs for the 60+ age group, Medicaid recipients and adults with disabilities. Assesses client's abilities, environment and support system as it relates to their transportation needs; confers with family and service providers when appropriate. Determines barriers to accessing available transportation options. Evaluates applicants for paratransit services through Lane Transit District and Special Mobility Services, determines eligibility for paratransit service in accordance with ADA, and LTD's complementary paratransit plan, and communicates with a variety of internal and external contacts related to appropriate assessments.

Develops and implements care plans for OAA clients; maintains records and completes reporting forms. Identifies and refers potential clients to other units or agencies administering public assistance programs, including Medicaid and Food Stamps.

Administers the Low Income Home Energy Assistance Program (LIHEAP), a federal program that helps low income households, primarily in meeting their immediate home energy needs.

Promotes and markets the Family Caregiver Program and other senior programs through public education activities including group presentations, dissemination of brochures, flyers, press releases and related work with print and electronic media. Assists with the training to family caregivers. Develop and maintain a tracking system to monitor respite service hours and budget. Authorizes new clients for respite to match budget projections. Maintains waitlist of clients. Publishes quarterly newsletter.

Maintains up-to-date knowledge of community resources and services provided by other agencies and service organizations. Maintains a resource file and contact list of referral sources and provides information and referral services to senior citizens, family members, caregivers and concerned citizens. May attend meetings of community groups to network, as well as promote the Senior Connections Program.

Maintains caseload of case managed clients; follows up periodically, responds to changes in client status and eligibility; makes appropriate referrals; monitors progress; maintains case records. Collaborates with outside agencies and various S&DS staff to optimize service to the client. Narrates client activity and service authorization in Oregon ACCESS.

Coordinates volunteers to assist Senior Connections clients; may recruit, interview, screen, and match volunteers with senior citizens who need assistance; attends meetings and training sessions with volunteers. Also performs duties of Site Supervisor for Senior Companions, i.e., approves time sheets, mileage reimbursement, and completes annual performance reviews, provides coaching, ongoing training.

Responds to calls regarding senior citizens at risk; determines level of risk, locates and contacts potential resources, assists in developing an action plan, and serves as client advocate for senior citizens living independently who are having problems obtaining services.

Refers cases of suspected abuse, exploitation, or neglect to Adult Protective Services. Completes welfare checks at request of Adult Protective Services for at risk seniors, locates and contacts potential resources; provides information, assistance as appropriate.

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Other Job Functions

Attends S&DS meetings and local and state training programs.

Represents S&DS on community and inter-agency committees.

Provides back-up support for other positions in case of absence or work overload.

Performs other related duties as assigned.

Working Conditions

The work is performed primarily indoors requiring hand/eye coordination in the operation of office equipment. Work involves some travel to make home visits with potential exposure to animals, diseases, unsanitary conditions, and traffic hazards.

Knowledge, Skills, and Abilities

Knowledge of client assessment techniques, and the skills and ability to apply this knowledge in the completion of a comprehensive assessment of a client's functioning, resources, and needs.

Knowledge of issues, problems, and concerns of senior citizens.

Knowledge of legal requirements, standards, regulations, and laws applicable to programs for senior citizens.

Knowledge of community resources and services for the elderly.

Strong interpersonal and problem solving skills, and the ability to resolve conflicts effectively.

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 with: (1) individuals who abuse alcohol and/or drugs, (2) individuals who are non-compliant with medical treatment, and (3) individuals with Alzheimer's disease or other illnesses.

Ability to interview clients to assess needs.

Ability to work independently manages a high volume of work, set priorities and meet deadlines.

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 operate standard office equipment such as typewriter, computer terminal, transcriber, 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

Bachelor's degree in social work and three years of progressively responsible experience working in human service programs, preferably with the elderly, or any combination of education and experience that provide the applicant with the knowledge, skills, and ability required to perform the job.

Licenses, Certificates, and Other Requirements

Valid Oregon State driver's license or the ability to obtain a valid driver's license within 30 days of hiring. Must be able to successfully pass a background check.