



**Senior and Disability Services
Human Services Specialist**

Recruitment Announcement

Title: Human Services Specialist

Wage Range: \$18.09 -\$24.65 per hour

Division/Work Group: Senior and Disability Services / Support

Reports to: Unit Manager

FLSA Status: Non-Exempt, Overtime eligible

Representation: SEIU

Position Location: Schaefers Building, 1015 Willamette, Eugene, OR, or S&DS satellite offices, or other locations as needed

Extended Deadline: To be received by Wednesday, December 22, 2021 at 4:00pm PST

How to Apply and Position Purpose

LCOG currently has openings for Human Services Specialist. This is an SEIU represented position. More than one position may be filled from this posting.

Interested parties should submit (1) an Official LCOG Application, (2) a cover letter, and (3) a resume, to the attention of: Joshua Burstein, Human Resources Manager, Lane Council of Governments, 859 Willamette Street, Suite 500, Eugene OR, 97401, by fax to (541) 682-4099, or to jobs@lco.org, to be received by the deadline above.

You can obtain an Official LCOG Application by going to www.lco.org.

Position Purpose: This position primarily provides administrative support to Community Programs, Senior Meals, Senior Connections, Adult Protective Services, and other Senior & Disability Services Units as appropriate, including to the staff, clients, partners, and other stakeholders connected to S&DS. This position may include a specific focus on Community Programs, Financial Matters, or another area of S&DS.

This position also greets and assists the public, staff, and others; disseminates information; follows procedures; completes reports; and provides support to the staff, clients, partners, and other stake-holders connected to Senior and Disability Services. Is usually the initial contact for applicants for and recipients of agency

program benefits. It involves directing them to the appropriate staff in a timely manner, assisting them with completing forms, making appointments, and providing information upon request. This position is also responsible for making referrals to community resources.

This position works as part of an integrated team whose goal is to provide the highest level of services possible to their internal and external customers. This position is focused on providing excellent customer service. A high level of knowledge of Agency and community services combined with an understanding of the range of issues that bring people to S&DS offices is essential.

Actively strives to achieve LCOG and S&DS mission, goals, and values.

Actively seeks to provide culturally appropriate services where individuals are treated respectfully, compassionately and effectively in a manner that recognizes, affirms and values the worth of individuals, families and communities, protecting and preserving the dignity of each. This includes: culture, language, national origin, class, race, age ethnic background, disability, stage of development, religion, gender, sexual orientation and other differences/diversity factors.

Note: Essential competencies of this job are described under the headings below. They may be subject to change at any time. The omission of specific statements of duties does not exclude them from the position, if the work is similar, related, or a logical assignment to the position.

Position Essential Functions

Ability to pass a Criminal Background check is required.

Provides general administrative support to units/programs within Senior & Disability Services.

Support includes, but is not limited to, maintenance of electronic client records, making copies, labeling and mailings, coordinating and setting up appointments in Microsoft Outlook, making phone calls, supply ordering, and file maintenance. Schedules appointments and call backs, as needed, when messages are received.

Maintains and updates files, records, and logs on computerized and manual record keeping systems. Searches files and records for readily identifiable information as directed.

Follows prescribed security procedures related to the handling and distribution of negotiable documents. Informs managers promptly of any missing documents.

Observes all policies and procedures related to the code of ethics. Maintains confidentiality at all times according to state law.

Additional duties may include, but are not limited to:

Data entry using Excel, Oregon Access, CTS, OPUS, Compass, GetCare2, Volgistics, and accounting software. Maintains clients and resources database, including entering NAPIS client data, ADRC electronic resources in RTZ, and reconciling database inconsistencies.

Supports volunteer recruitment efforts. Efforts include assisting with volunteer marketing, material development and distribution, electronic and hard file maintenance, and training coordination. Includes periodic travel to locations across Lane County.

Supports the Health Promotion & Disease Prevention Program workshops. Tasks include registering participants for workshops, assisting with workshop scheduling and marketing, preparing and delivering workshop materials, and follow-up contact with participants.

Assists with advisory council and community event coordination. This may include determining event staffing needs, recruitment and organization of staff, preparing materials, marketing, and scheduling.

Completes regularly recurring reports: compile data from various sources and make summary reports as required. May involve routine mathematical calculations and tabulations in accordance with established methods. Assists with bank reconciliations.

Discusses agency programs and screens the applicant's situation to determine the appropriate appointment and schedule accordingly. Assists in the completion of forms and answers basic program questions upon request. Cancels and reschedules appointments as required by branch procedures.

Processes payment authorizations, including clarifying requested services, verification of details, coding, data entry, and phone notification; explains policies, procedures, and expectations.

Receives, receipts, and records fees and payments; performs routine posting of records and balances accounts, as needed. Completes daily deposits.

Processes purchase orders and requisitions assuring proper approvals, coding and records; purchases office supplies and equipment for the unit; monitors deliveries and verifies shipments as needed by checking items received against shipping orders and invoices.

Types and/or distributes forms, correspondence, reports, contracts, memoranda, statistics, and schedules by using office machines such as a computer, adding machine, photocopier, scanner, and other standard office equipment.

Assists with invoice production for S&DS grants and client fee billings.

Support homecare worker orientation sessions.

Acts as back up for the Background Check Specialist.

Other Duties of Position

Provides back-up support to other positions in the office in case of absence or work overload.

Commitment to working effectively and collaboratively with clients and colleagues from diverse backgrounds, in support of an inclusive and respectful environment.

Works to participate in the learning environment within the division.

Regular and on-time attendance.

Other duties as assigned.

Knowledge, Skills, and Abilities

Excellent written and oral communication skills.

Ability to think creatively and respond to a changing environment.

Organized and able to manage time wisely.

Cooperative and collaborative attitude.

Ability to establish and maintain effective working relationships.

Ability to work independently and as a member of a team.

Ability to work with multiple task supervisors.

Demonstrates sensitivity to the issues associated with low income, disability, diversity, and aging.

Ability to communicate effectively with participants, volunteers and community members to promote their participation or resolve their concerns with professionalism and respect.

Ability to organize, plan, and coordinate multiple tasks with attention to detail; handle multiple interruptions, maintain focus on tasks and produce accurate work.

Minimum Qualifications

Must have a valid Driver's license.

Associate's Degree in a related field plus 1 year human services experience, OR High school diploma or G.E.D. plus 3 years' experience working in human services programs, preferably with the elderly and disabled, OR any combination of education and experience that would provide the applicant with the skills, knowledge, and ability required to perform the job.

Passing a background check is required for this position.

For this position, we follow all Executive Order and Oregon Health Authority policies on COVID-19 vaccinations; the selected candidate must be fully vaccinated or have an approved exception by start date.