



**Senior and Disability Services  
Division Support Specialist**

**Recruitment Announcement**

Title: Division Support Specialist (Eugene)

Wage Range: \$19.38-\$26.41 per hour

Division/Work Group: Senior and Disability Services/ Support

Reports to: Unit Managers

FLSA Status: Non-Exempt, Overtime eligible

Representation: SEIU

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

*Extended* Deadline: Open Until Filled

**How to Apply and Position Purpose**

Lane Council of Governments currently has openings for Division Support Specialist. This is an SEIU represented position. More than one position may be hired from this Recruitment.

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, to fax (541) 682-4099, or to [jobs@lcog.org](mailto:jobs@lcog.org), to be received by the deadline above.

You can obtain an Official LCOG Application by going to [www.lcog.org/jobs](http://www.lcog.org/jobs).

**Position Purpose:** This position primarily contributes to the division's mission by supporting the day-to-day operations of the office. Is the first point of contact for customers entering the physical office or telephone communication or virtually through the online applicant portal. This position supports the infrastructure of the office, provides financial desk responsibilities, and supports the business support functions within the office.

This position also works as part of an integrated team whose goal is to provide the highest level of support possible and providing excellent customer services 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. This position actively strives to achieve LCOG and S&DS mission, goals, and values. It also 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**

Interact in a professional, respectful manner, and create a welcoming environment for the public (over the telephone, in-person, and by written correspondence) when determining the purpose of the contact. In a manner that preserves the dignity of the individual, depending on the purpose of the contact, identify and explain the services/programs and processes of the local resources and agency.

Including an explanation of:

- Rules, policies, and procedures
- Programs and requirements
- Support and expectations

#### **General Administrative Support:**

Greets people entering the office, ascertains their needs, and initiates steps to meet those needs, including scheduling appointments, photocopying documents, and logging and receipting payments or making referrals. Assist with the completion of forms and answer basic program questions upon request.

Receives incoming calls on multi-line telephone, takes messages, and forwards calls appropriately. Day-to-day administrative functions, such as making copies, labeling and mailings; coordinating and setting up appointments; making phone calls, supply ordering, and file maintenance. Schedules appointments and

meetings, and reserves conference rooms.

Oversees the order of the work rooms, copy machines, and printers. Ensures that the rooms are maintained in orderly fashion. Assemble packets and maintain supply of brochures and forms. Creates Purchase Orders and assures proper approvals, monitors deliveries, and verifies shipments as needed by checking items received against shipping orders and invoices.

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

Provides information and referral services on S&DS services and community resources. Performs initial screening for a variety of assistance programs; risk intervention; abuse and protective services; and refers callers and visitors to appropriate unit or community resource. Discusses agency programs and screen situations to determine the appropriate appointment and schedule accordingly.

When abuse, exploitation, or neglect of an aged or disabled individual is reported, makes appropriate referral to Adult Protective Services.

Screens potential applicants for agency-administered programs, including but not limited to Food Stamps (SNAP), various Medicaid/Oregon Health Plan programs and sub-programs, Oregon Project Independence, waived and long-term care services, and Older Americans Act programs such as Meals on Wheels, Senior Meals, Senior Connections, and Senior Companion programs, and refers them to appropriate staff for scheduling, eligibility determination, and service authorization. Checks application system(s) to determine if submitted applications and documents need to be assigned and appointments need to be scheduled. Assigns and schedules interview appointments as needed with the appropriate works.

Provides financial duties including, but not limited to, distribution and tracking, ordering, or receipting bus passes, tokens, or support payments per policy and procedures, and making regular bank reconciliations and deposits. Performs routine posting of records and balances accounts, as needed. Informs manager promptly of any discrepancies. Receives, receipts, and records fees and payments.

Issues Electronic Benefit Transfer (EBT) cards and PINs to SNAP clients, procures their signatures on logs, and preserves the records (if the satellite office provides that service). Advises manager when EBT card supply is low.

Acts as on-site National Voter Registration (NRV) program representative. Responsible for reporting on Voter registrations done in office. Also ensures appropriate forms and signage is hung in accordance with federal law.

Maintains resource and information center for staff, clients, and public in waiting room. Maintains current knowledge of a broad array of agency, state, and federal rules, regulations, policies, and procedures; reviews SPD policy transmittals, action requests, and information memoranda (on—line or in paper form); obtains clarification as needed.

Manages storage of historical client files, including purging of records by ODHS guidelines.

Opens and distributes incoming mail and takes outgoing mail to the post office or a mail pickup box. Checks the drop box, fax, and email boxes for applications and other documents to identify customer needs or requests.

Maintains the lobby/reception area in a manner that supports a trauma-informed philosophy which includes a calm environment that is clean and organized for maximized efficiencies. Provides agency forms to customers and maintain supplies of agency forms in the lobby and at critical workstations.

Narrates actions taken on behalf of customers on their case records in the appropriate system.

Assists with workshops including registering participants, scheduling, marketing, and preparing materials.

Performs specialized record processing actives requiring independent judgment to make decisions or select a course of action based on laws, rules, policies, and procedures within programs.

Sends appropriate notices including, but not limited to, approval, pend, or denials for program applications, tasks list, applications, provider lists, and referrals per policy.

Types and/or distributes forms, correspondences, reports, contracts, memoranda, statistics, and schedules by using office machines such as computers, photocopiers, scanners, and other standard office equipment.

Utilize the State's Electronic Document Management System (EDMS) and ONE system by scanning necessary documents to electronically store, manage and access case files.

**Worker/Program Support:**

Aids with updating and monitoring of consumer care plans. Narrates case circumstances and agency actions in appropriate computer program systems.

Prints and mails needed documents to consumers as directed by worker.

Mails provider lists to consumers. Receives and documents complaints on home care workers. Refers abuse complaints to Adult Protective Services unit.

Assists case managers by completing & tracking return of paperwork, start/stop dates of services (IE. HCW, MOW, ERS) and confirms authorized hours if inconsistent with what the current 546 states. Verifies billable hours for services listed on case plan.

Completes, tracks, and monitors the return of paperwork and dates of services and confirms authorized hours if inconsistent with authorized plans.

Data entry into various systems to meet program requirements such as, but not limited to:

- Applicant registration
- Authorizations per worker
- Client contact
- EBT card issuance
- Entering authorized representatives
- Narrations
- Receipting payments
- Referrals
- Scheduling appointments
- Units of service

### **Home Care Worker Support:**

Administers many aspects of the Client-Employed Provider (CEP) Program. Provides prospective Homecare Workers (HCW's) with application packets and screens submitted forms for completeness. Securely handles confidential forms, including Criminal History Requests.

Maintains client/provider files (in hard copy and electronic forms).

Data entry based on authorization from worker to connect providers to consumers and create timesheets. Processes timesheets entered by providers timely and accurately so that providers get paid. Reviews and troubleshoots problems with authorizations with case managers and providers.

Receives complaints regarding HCW performance and allegations of abuse. Enters abuse allegations in our system to generate referral to Adult Protective Services. When complaints are serious or abuse allegations are substantiated, discusses proposed remedies with manager.

Responds to inquiries from the Employment Department regarding HCW applications for unemployment insurance benefits.

Responds to reference inquiries on HCW's from other agencies and organizations.

Performs clerical and administrative work to support the Programs (i.e., Consumer Employed, Home Care Worker, OPI, ICP, MOW) which may include processing and tracking provider applications and paperwork, processing or assisting with payments, scheduling, and presenting at orientations, and problem resolution for providers. Resolves problems for providers. Addresses complicated errors, requiring staffing with DHS Central Office and Medicaid Policy Analysts to determine where errors have occurred in various parts of the service planning process to help Case Managers resolve coding issues more quickly.

Updates change in status on the HCW Registry so that it is a usable tool for consumers and providers. Reports to OHCC when discrepancies exist.

Receives and documents complaints and Home Care Worker terminations on appropriate programs. Refers abuse complaints to S&DS Adult Protective Services team, when appropriate. Requires a substantial understanding of the HCW policy and HCW CBA, as well as detailed documentation of conversations.

**Other:**

- Completes regularly recurring reports; compiles data from various sources and create summary reports as required. May involve routine mathematical calculations and tabulations per established methods.
- Documents complaints and makes referrals to Adult Protective Services when appropriate.
- Identifies and implements continuous improvement solutions to support a streamlined delivery system.
- Participates in classroom and on-the-job training to learn and maintain technical and administrative skills.

Supports volunteer recruitment efforts including assisting with volunteer marketing, material development and distribution, electronic and hard file maintenance, and training coordination.

**Other Duties of Position**

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

Develops and maintains 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.

Participates in meetings, committees, and staff training opportunities.

Provides mentoring and training for co-workers and volunteers.

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

Have knowledge of what each unit does and what programs they offer. Know policies and procedures across the agency. Be efficient in multiple systems to be able to look up consumers and provide accurate information and/or direction.

Observe all policies and procedures related to the code of ethics. Always maintain confidentiality and information security. Works to participate in the learning environment within the division.

Regular and on-time attendance.

Other duties as assigned.

### **Knowledge, Skills, and Abilities**

Ability to work objectively and in a supportive way with individuals under emotional and financial stress, and from a wide variety of cultures.

Ability to accurately complete highly technical, detailed work in a fast-paced environment.

Ability to make decisions and elicit pertinent information in interviewing situations while allowing dignity and respect.

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.

Be adept at changing their communication style as needed throughout the workday as it relates to working with individuals with emergent and emerging needs.

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 or have an alternate means of transportation, as needed.

Associate degree in a related field plus one year of human services experience, or high school diploma (or G.E.D.) plus three years general office experience; or any combination of education and experience that provides the occupant with the desired 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.

3/7/22