



**Senior and Disability Services
Satellite Office Administrative Assistant**

Recruitment Announcement

Title: Satellite Office Administrative Assistant

Wage Range: \$18.98 - \$25.87 per hour

(Note: On July 1, 2021, S&DS positions will receive a 2.08% wage increase.)

Division/Work Group: Senior and Disability Services / Support

Reports to: Unit Manager

FLSA Status: Non-Exempt, Overtime eligible

Representation: SEIU

Position Location: Florence Office, or Schaefers or other locations as needed

Extended Deadline: To be received by Tuesday, May 18, 2021 at 4:00pm

How to Apply and Position Purpose

LCOG has an opening for a Satellite Office Administrative Assistant in the S&DS Florence office. This is an SEIU represented position.

Note: This position is expected to start on June 28, 2021.

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 by email to jobs@lco.org, to be received by the deadline of 4:00pm on Tuesday, May 18, 2021.

You can obtain an Official LCOG Application by going to www.lco.org and following the links to Human Resources.

Position Purpose: This position primarily provides administrative support to Senior & Disability Services (S&DS) staff, clients, partners, and other stakeholders connected to S&DS satellite offices and is usually the first point of contact for applicants and recipients of agency services.

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.

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

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.

Receives incoming calls on multi-line telephone, takes messages, and forwards calls to other staff. 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. 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 of telephone calls for a variety of assistance programs; risk intervention; abuse and protective services; and refers callers and visitors to appropriate unit or community resource.

When abuse, exploitation, or neglect of an aged or disabled individual is reported, enters the data in our CTS Abuse Referral program.

Screens potential applicants for agency-administered programs, including 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. Screening includes interviewing inquirers about financial and other personal information, circumstances, and needs and entering the information in appropriate systems. Consults and coordinates with appropriate staff, other agencies, medical and service providers, family members, and other interested people as needed.

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 DHS guidelines.

Opens and distributes incoming mail and takes outgoing mail to the post office or a mail pickup box.

Case Manager Support:

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

Print and mail needed documents to consumers as directed by case manager.

Mail provider lists to consumers. Receive and document complaints on home care workers. Refers abuse complaints to Adult Protective Services unit.

Home Care Worker Support:

Administers many aspects of the Client-Employed Provider (CEP) Program for the office service area (if the satellite office provides that service), including serving as the designated Contact Person for Criminal History Checks. Provides prospective Homecare Workers (HCW's) with application packets and screens submitted forms for completeness. Securely handles confidential forms, including Criminal History Requests, which are sent to the Eugene office for processing.

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

Schedules and presents monthly orientations on the CEP Program (if the satellite office provides that service), including its goals, requirements, expectations, standards, payment system, etc. Prepares materials for these orientations.

Processes HCW vouchers. Reviews and inputs data from In-home Service Plans in the appropriate computer system to generate HCW vouchers. Inputs data from completed vouchers to generate HCW's paychecks. Reviews problems with authorizations with case managers and problems with vouchers with case managers and/or HCW's. Handles inquiries and complaints from providers regarding the processing of their paychecks.

Receives complaints regarding HCW performance and allegations of abuse. Enters abuse allegations in our CTS Abuse Referral program. 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.

Provides CEP Program data to management when requested.

Other Duties of Position

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

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.

Provide 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.

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.

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

Associate's 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.