



POSITION DESCRIPTION

Senior and Disability Services ADRC Specialist

ADRC Specialist	
EMPLOYEE NAME:	_____
Position Title:	ADRC Specialist
Classification/Salary Range:	ADRC Specialist / SEIU Range 11.39
Division/Unit:	Senior and Disability Services/ADRC
Supervisor:	Unit Manager
FLSA Status:	Non-Exempt, Overtime eligible
Representation:	SEIU
Position Location:	Schaefers Building, 1015 Willamette, Eugene, OR, S&DS satellite offices, or other locations as needed
Position Purpose	
<p>This position provides information, assistance, and referral services for the Senior and Disability Services Division.</p> <p>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. The job description does not constitute an employment agreement between the employer and employee.</p>	
Position Essential Functions	
<p>If primary job duties are Information and Assistance as the ADRC of Oregon, must achieve AIRS certification required within 12 months of employment.</p> <p>Direct Customer Service & Referrals:</p> <ul style="list-style-type: none">• Acts as the ADRC Information & Assistance Navigator and provides information and assistance for the Lane County area. Performs initial screening of telephone calls, written requests and in-person requests for a variety of assistance programs for older adults, adults with disabilities &	

caregivers of all income levels; risk intervention, abuse and protective services; refers to appropriate unit or community resource.

- Acts as the ADRC Service Navigator and provides eligibility screening for seniors and citizens with disabilities for a variety of state and federal assistance programs, such as Title XIX, OPI, SNAP and medical programs. Completes phone interviews with applicants to access financial and other circumstances and needs.

Community Contact/Liaison:

- Consults and coordinates with appropriate staff, other agencies, medical and service providers, family members, and other interested people as needed.
- Acts as liaison between S&DS and community partners; establishes and maintains effective working relationships and promotes S&DS programs.

Data/Computer/Information:

- Works in collaboration with the Data Resource specialist to maintain the ADRC database, Get Care Tool.
- Maintains a resource and information center to be accessed by staff and the public. Shares information and I & R updates with staff.
- Maintains accurate records to ensure proper evaluation and documentation of services. Uses a significant number of computer programs to process the client's initial eligibility requirements for public services; authorize and arrange for the payment of needed services, and record changes in the client's condition and case.
- Prepares a variety of records and reports to meet program requirements. Completes necessary forms.

Other Duties of Position

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

Resolves problems or emergencies affecting the availability or quality of services. Provides advocacy and direct support services including crisis intervention and short term counseling, as required.

Maintains up-to-date knowledge of agency, state, and federal rules, regulations, policies, and procedures; reviews manual releases and or memos for accurate processing; obtains clarifications as needed.

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.

Minimum Qualifications

(1) a Bachelors or higher degree, and 1 year of employment in I&A, OR (2) an Associates/Community College degree and 2 years of employment in I&A, OR (3) a High School diploma or GED and 3 years of employment in I&A.

Acceptable I&A experience involves frontline (i.e. client-focused) work in the field of human services that includes an I&A element such as positions in social work, discharge planning, consumer credit counseling, community health nursing, independent living skills instruction and school counseling; or employment in a homeless or domestic abuse shelter, food pantry, group home, or other similar settings.

Valid Oregon State driver's license or the ability to obtain reliable transportation to a variety of sites in Lane County.

Passing a background check is required for this position.

Knowledge, Skills & 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.

Signatures

Employee signature and date _____

Manager signature and date _____

Human Resources signature and date _____