



## POSITION DESCRIPTION

### Senior and Disability Services Case Manager

Case Manager
EMPLOYEE NAME: _____
Position Title: Case Manager
Classification/Salary Range: Case Manager / SEIU Range 14.92
Division/Unit: Senior and Disability Services/Case Management
Supervisor: Unit Manager
FLSA Status: Non-Exempt, Overtime eligible
Representation: SEIU
Position Location: Schaefers Building, 1015 Willamette, Eugene, OR, or S&DS satellite offices, and in-home, at facilities, or other locations as needed
Position Purpose
<p>This position manages a caseload comprised of adults with disabilities 18-64 years of age and/or senior citizens. The caseload includes clients newly admitted to service, as well as clients who have been receiving services from S&amp;DS for a period of time (i.e., on-going clients).</p> <p><b>Note:</b> 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>Manages a caseload comprised of adults with disabilities 18-64 years of age and/or senior citizens. The caseload includes clients newly admitted to service, as well as clients who have been receiving services from S&amp;DS for a period of time (i.e., on-going clients).</p> <p>Meets with applicant and/or family during the initial intake process; provides a</p>

thorough explanation of policies and the services and assistance programs available.

Conducts initial comprehensive assessments of client functioning, resources, and needs.

Assesses client's ability to perform activities of daily living; evaluates medical issues and care needs. Determines and documents a client's eligibility for public services; completes necessary forms and authorizations.

Conducts assessments in person and in a variety of settings (e.g., office, client's home, licensed long-term care facility).

Provides information regarding S&DS services to the client and, as appropriate, to others associated with the case.

Provides information about, and referral to, other needed programs and services.

Assists clients in obtaining services by providing help with forms, medical appointments, or transportation.

Provides these services by telephone and in person and in a variety of settings (e.g., office, client's home, licensed long-term care facility).

In consultation with the client, his/her family or representative, his/her physician and, as appropriate, staff from other agencies and organizations, develops a comprehensive and safe plan to meet client's needs; implements service plan; monitors progress; provides follow-up services; and amends the plan of care, as necessary.

Periodically reassesses client's functioning, resources, and needs and re-determines client's eligibility for services.

Maintains accurate records to ensure proper evaluation and documentation of services.

Completes complex documentation, including handwritten and automated forms and records.

Obtains necessary documentation and verifications of client information and, as

necessary, secures client's signature on applications and forms.

Uses a significant number of computer programs to process the client's initial and continuing eligibility for public services, authorize and arrange for the payment of needed services, and record changes in the client's condition and case.

Within program guidelines, works with clients to achieve as much independence as possible. Activities may include assistance with relocation to a more independent living situation, referrals for services designed to increase one's functional ability, or assistance towards employment if appropriate. Monitors progress, provides follow-up services, and amends the plan of care as necessary.

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.

In cases of suspected abuse, exploitation, or neglect, determines the need for referrals to Adult Protective Services and, when warranted, makes referrals.

Provides advocacy and direct support services including crisis intervention and short-term counseling.

Consults and coordinates with appropriate staff, other agencies, medical and service providers, family members and other interested people, as needed.

Remains current on other agencies, community resources, service organizations, and programs available in the area.

Maintains up-to-date knowledge of a broad array of agency, state, and federal rules, regulations, policies, and procedures; reviews manual releases and/or memos (on-line or in hard copy form) for accurate processing; obtains clarifications as needed.

Acts as liaison between S&DS and community partners; establishes and maintains effective working relationships and promotes S&DS programs, as appropriate.

### **Other Duties of Position**

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

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

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.

### **Minimum Qualifications**

Bachelor's degree in social work or related field, and three years of progressively responsible experience working within Senior and Disability Services or DHS working with seniors or people with disabilities; or any combination of education and experience that provides the occupant with the skills, knowledge, and ability required to perform the job.

Valid Oregon State driver's license.

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 \_\_\_\_\_