



POSITION DESCRIPTION

Senior and Disability Services Case Manager Assistant

Case Manager Assistant	
EMPLOYEE NAME:	_____
Position Title:	Case Manager Assistant
Classification/Salary Range:	Case Manager Assistant / SEIU Range 8
Division/Unit:	Senior and Disability Services/ Licensing, Payment, and Support
Supervisor:	Unit Manager
FLSA Status:	Non-Exempt, Overtime eligible
Representation:	SEIU
Position Location:	Schaefers Building, 1015 Willamette, Eugene, OR, or other locations as needed
Position Purpose	
<p>This position provides assistance with the monitoring of consumer care plans, assists Case Managers, responds to questions, maintains information and data, and performs other clerical and administrative work in support of case management.</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>Provides assistance with the monitoring of consumer care plans. Narrates case circumstances and agency actions in Oregon ACCESS, MMIS, State screens and other S&DS computer programs.</p> <p>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</p>	

listed on case plan.

Maintains and updates data in a variety of formats. Reconciles and reviews client data in State systems for quality assurance. Assists with maintaining client files in accordance with local procedures and State requirements.

Responds to questions regarding program from the community, S&DS staff, and Community Partners. Does the necessary research for the response.

Assists OPI Case Managers with RTZ Care Tool data entry.

Reconciles and verifies billable hours for contracting health agencies.

Performs clerical and administrative work to support the Programs (IE. 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.

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

Serves as a liaison to the S.T.E.P. program.

Researches data and completes special requested reports.

Other Duties of Position

Provides back-up support within the CMA unit and the division in case of absences or workload.

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.

Works to participate in the learning environment within the division.

Regular and on-time attendance.

Other duties as assigned.

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 3 years of experience working in human services programs, preferably with the elderly and disabled; 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.

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 _____