



POSITION DESCRIPTION

Senior and Disability Services Complex Case Manager

Complex Case Manager
EMPLOYEE NAME: <hr/>
Position Title: Complex Case Manager
Classification/Salary Range: Case Manager / SEIU Range 17.06
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 specialized caseload comprised of adults with disabilities 18-64 years of age and/or senior citizens who have complex needs. The caseload includes clients newly admitted to service, as well as clients who have been receiving services from S&DS for a period of time (i.e., on-going clients).</p> <p>This is a specialized position which will focus on the needs of clients with increased barriers to accessing and retaining services. Barriers may include (but are not limited to) behavioral health challenges, substance abuse, challenging behaviors, complex medical needs, unstable housing or placement, lack of natural supports, history with APS and/ or history with the criminal justice system.</p> <p>This role will hold a smaller caseload than the average Case Manager at S&DS to ensure they have the dedicated time it will take to address clients with heightened needs and provide additional support as needed.</p> <p>Some case assignments will be long-term while other assignments will be short-term to address an acute need or to address a specific transition. For instance, a</p>

consumer may require complex case coordination during an eviction process to secure a safe and appropriate care-placement.

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.

Position Essential Functions

Manages a caseload comprised of adults with disabilities 18-64 years of age and/or senior citizens who have complex needs. The caseload includes clients newly admitted to service, as well as clients who have been receiving services from S&DS for a period of time (i.e., on-going clients).

Provides empathetic, trauma-informed case management services that are sensitive to underlying causes of challenging behaviors. Meets clients where they are in service plan development and implementation.

Collaborates with community partners to reduce barriers that prevent clients from accessing and maintaining services.

Coordinates with the Complex Case Team at APD Central Office to support appropriate placements for consumers who have complex care needs. This process involves working closely with specialized providers throughout Oregon who have an enhanced care or specific needs contract with the state.

Facilitates care conferences with client and/or representative or guardian, nurses, social workers, therapists, doctors, and other providers to support an appropriate service plan.

Identifies additional supports needed to maintain a placement and/or seeks alternative options to address specialized needs.

Provides skilled crisis management and makes appropriate community referrals to support client well-being.

Meets with applicant and/or family during the initial intake process; provides a 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. Enters thorough, objective, and timely progress notes that captures the most pertinent information for each client contact.

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

Works with other project staff, policy teams, and/or resource developers to recommend and implement strategies to minimize barriers to adequate participant services.

Acts as a liaison between S&DS and community partners who serve clients with complex needs.

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

Experience serving at-risk populations.

Working knowledge of community resources to support clients with complex behavioral health needs.

Experience with risk assessment and crisis management.

Ability to document client interactions objectively and thoroughly.

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_____