



## POSITION DESCRIPTION

### Senior and Disability Services Division Support Specialist

#### Division Support Specialist

EMPLOYEE NAME: \_\_\_\_\_

Position Title: Division Support Specialist

Classification/Salary Range: Division Support Specialist / SEIU Range 10

Division/Unit: Senior and Disability Services/Support

Supervisor: Unit Manager

FLSA Status: Non-Exempt, Overtime eligible

Representation: SEIU

Position Location: Schaefers Building, 1015 Willamette Street, Eugene, OR, or satellite offices in Florence and Cottage Grove, or other locations as needed

#### Position Purpose

This position primarily contributes to the division's mission by supporting the day-to-day operations of the office. Is the first point of contact for customers entering the physical office or telephone communication or virtually through the online applicant portal. This position supports the infrastructure of the office, including financial desk responsibilities.

This position also works as part of an integrated team whose goal is to provide the highest level of support possible as well as excellent customer service. 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 is essential. This position actively strives to achieve LCOG and S&DS mission, goals, and values. It also seeks to provide culturally appropriate services where individuals are treated respectfully, compassionately, and effectively in a manner that recognizes, affirms, and values the worth of individuals, families, and communities, protecting and preserving the dignity of each. This includes culture, language, national origin, class, race, age, ethnic background, disability, stage of development, religion, gender, sexual orientation, and other differences/diversity factors.

**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**

Interact in a professional, respectful manner, and create a welcoming environment for the public (over the telephone, in-person, and by written correspondence), in a manner that preserves the dignity of the individual. Depending on the purpose of the contact, identify and explain the services/programs and processes of the local resources and agency including rules, policies, and procedure. This position provides customer service to some individuals who may be experiencing high levels of stress or may be in a state of crisis. Accordingly, at times this position will encounter displayed behaviors and/or interactions with individuals that may be challenging, difficult, or unpleasant.

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. Assists with the completion of forms and answers basic program questions upon request.

Receives incoming calls on multi-line telephone, and forwards calls appropriately. 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.

Oversees the order of the work rooms, copy machines, and printers. Ensures that the rooms are maintained in orderly fashion. Assemble packets and maintains supply of brochures and forms. 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 as directed and purges records in accordance with ODHS guidelines.

Provides information on S&DS services and community resources. Provides information on a variety of assistance programs; risk intervention; abuse and

protective services; and refers callers and visitors to appropriate unit or community resource. Discusses agency programs to determine the appropriate appointment and schedules accordingly.

When abuse, exploitation, or neglect of an aged or disabled individual is reported, makes appropriate referral to Adult Protective Services.

Maintains a knowledge of programs administered by S&DS and refers them to appropriate staff for scheduling, eligibility determination, and service authorization. Checks application system(s) to determine if submitted applications and documents need to be assigned and appointments need to be scheduled. Assigns and schedules interview appointments as needed with the appropriate workers.

Provides financial duties including, but not limited to, distribution and tracking, ordering, or receipting bus passes, tokens, or support payments per policy and procedures, and making regular bank reconciliations and deposits. Performs routine posting of records and balances accounts, as needed. Informs manager promptly of any discrepancies. Receives, receipts, and records fees and payments.

Issues Electronic Benefit Transfer (EBT) cards and PINs to SNAP clients, procures their signatures on logs, and preserves the records

Opens and distributes incoming mail and takes outgoing mail to the post office or a mail pickup box. Checks the drop box, fax, and email boxes for applications and other documents to identify customer needs or requests.

Maintains the lobby/reception area in a manner that supports a trauma-informed philosophy which includes a calm environment that is clean and organized for maximized efficiencies. Provides agency forms to customers and maintain supplies of agency forms in the lobby and at critical workstations.

Prints and mails needed documents to consumers, many of which are time sensitive, as directed by worker.

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 service plan.

Data entry into various State systems and local applications to meet program requirements.

Administers many aspects of the Client-Employed Provider (CEP) Program. Provides prospective Homecare Workers (HCW's) with application packets and screens submitted forms for completeness. Securely handles confidential forms, including Criminal History Requests.

Data entry based on authorization from worker to connect providers to consumers and create timesheets. Processes timesheets entered by providers timely and accurately so that providers get paid. Reviews and troubleshoots problems with authorizations with case managers and providers.

Receives complaints regarding HCW performance and conduct violations. Refers allegations of abuse or neglect to Adult Protective Services. Provides HCW with guidance as directed by management, documenting conversations in provider files.

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.

Performs clerical and administrative work to support the Programs (i.e., Home Care Worker, OPI, MOW) which may include processing and tracking provider applications and paperwork, processing or assisting with payments, scheduling, and problem resolution for providers. Addresses complicated errors, staffing with leads and managers as needed to determine where errors have occurred in various parts of the service planning process to help Case Managers resolve coding issues more quickly.

Receives and documents complaints and Home Care Worker terminations on appropriate programs. Requires a substantial understanding of the HCW policy and HCW CBA, as well as detailed documentation of conversations.

### **Other Duties of Position**

Participates in classroom and on-the-job training to learn and maintain technical and administrative skills.

Completes regularly recurring reports; compiles data from various sources and create summary reports as required. May involve routine mathematical calculations and tabulations per established methods.

Identifies and implements continuous improvement solutions to support a streamlined delivery system.

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

Participates in meetings, committees, and staff training opportunities.

Provides mentoring and training for co-workers and volunteers, including shadowing.

Commitment to working effectively and collaboratively with clients and colleagues from diverse backgrounds, in support of an inclusive and respectful environment.

Has knowledge of what each unit does and what programs they offer. Knows policies and procedures across the agency. Be efficient in multiple systems to be able to look up consumers and provide accurate information and/or direction.

Observes all policies and procedures related to the code of ethics. Always maintains confidentiality and information security. Works to participate in the learning environment within the division.

Regular and on-time attendance.

Other duties as assigned.

### **Minimum Qualifications**

Must have a valid Driver's license or have an alternate means of transportation, as needed.

High school diploma (or G.E.D.).

Passing a background check is required for this position.

## **Knowledge, Skills & Abilities**

Ability to accurately complete, detailed work in a fast-paced environment.

Ability to make decisions and elicit pertinent information in interviewing situations while allowing dignity and respect.

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.

Ability to work with multiple task supervisors.

Demonstrates sensitivity to the issues associated with low income, disability, diversity, and aging.

Be adept at changing their communication style as needed throughout the workday as it relates to working with individuals with emergent and emerging needs.

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 \_\_\_\_\_