



POSITION DESCRIPTION

Senior and Disability Services Home Care Worker Specialist

Home Care Worker Specialist	
EMPLOYEE NAME:	
Position Title:	Home Care Worker Specialist
Classification/Salary Range:	Home Care Worker Specialist/ SEIU Range 10
Division/Unit:	Senior and Disability Services/Home Care Worker Unit
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. Narrate case circumstances and agency actions in Oregon ACCESS, , State screens, and other S&DS computer programs.</p>	

Assists case managers in the confirmation of start/stop dates of services (i.e., HCW, MOW) and confirms authorized hours if inconsistent with what the current 546 states. Verify billable hours for services listed on the 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. Enters complex data related to HCW vouchers, including numerous numbers per voucher, including the time in and out for every shift worked, which can be several per day. Screens vouchers for accuracy. Interprets the times reported by doing things such as splitting shifts that cross midnight. Works with a variety of vouchers, including HCW, Behavioral Support Services, Meals on Wheels, and Adult Day Service Vouchers.

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

Performs clerical and administrative work to support the Programs (i.e., 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. Resolves problems for providers Addresses complicated errors, requiring staffing with DHS Central Office. and Medicaid Policy Analysts to determine where errors have occurred in various parts of the service planning process to help Case Managers resolve coding issues more quickly.

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. Refer abuse complaints to S&DS Adult Protective Services team, when appropriate. Requires a substantial understanding of the HCW policy chapter, HCW CBA as well as detailed documentation of conversations.

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

Researches data and completes special requested reports.

Other Duties of Position

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

Participate in meetings, committees, and staff training opportunities.

Provide 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 seniors and people with disabilities; 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 _____