



## POSITION DESCRIPTION

### Senior and Disability Services Lead Worker

#### Lead Worker

EMPLOYEE NAME:

Position Title: Lead Worker

Classification/Salary Range: Lead Worker / SEIU Range 17.92

Division/Unit: Senior and Disability Services

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

This position provides training, quality assurance, quality control, and technical assistance on all program eligibility and procedures, develops training and training tools, and manages special projects as assigned by management.

**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

*This position is responsible for the following:*

- Provides training, consultation, and problem solving across all program areas to S&DS staff. Mentors, coaches, and trains customer service skills appropriate to agency clients and providers.
- Assists Unit Managers with coverage, training, identifying staff needs,

assigning work when necessary, and other non-personnel related duties.

- Provides final decisions or recommendations regarding correct use of resources with only general checks for reasonableness of actions. Decisions made within policy guidelines.
- Consults with staff on difficult cases and provides a second opinion, expertise, and problem solving assistance. Provides leadership and policy interpretation to the units as directed.
- Researches policy and keeps-up-to date on changes and technical advances.
- Trains staff on current or new policy in a group setting or on a one-on-one basis.
- Provides input on staff performance to Unit Managers and helps identify areas of training needs.
- Creates, compiles, and updates effective tools for staff to use, i.e. cheat sheets, desk guides.
- Explains complex programs, rules, regulations, and policies to staff and consumers.
- Communicates effectively with other employees, consumers, representatives of other agencies, and the general public using tact, courtesy, and good judgment.
- Establishes and maintains effective working relationships with employees, seniors, people with disabilities, community partners, and the general public. Functions as the contact person for other agencies as needed.
- Maintains up-to-date knowledge of agency and state rules, regulations, policies, and procedures, reviewing manual releases and policy memos as changes and clarifications are made. Demonstrates a high level of understanding in relation to rules/policies/procedures, considerable knowledge of caseload management, and ability to provide effective and accurate training and assessment of technical competency of other employees.
- Exercises knowledgeable, independent judgment on routine and non-routine matters.
- Offers operational and technical assistance to management as needed.
- Prepares a variety of records and reports as assigned by management.
- Attends S&DS meetings and local and state training sessions.
- Makes occasional home or facility visits to determine program eligibility.
- Provides backup of essential office functions as needed.
- May be required to provide witness testimony during Administrative Hearing.
- Provides back up crisis management for angry/hostile clients.
- Assist in the design/redesign of Quality Assurance tool as well as performs quality assurance reviews of cases.

- Responds to community requests for training on issues related resources and services for older adults, adults with disabilities, and family caregivers. Assists with community event participation, which may include determining event staffing needs, recruitment and organization of staff and community partners, preparing materials, marketing, and scheduling. Places specific emphasis on events for underserved populations or special needs identified in the Area Plan.
- Creates community education program protocols and practices to ensure client and volunteer confidentiality and assistance.
- Prepares a variety of records and reports to meet community education program requirements
- Assists with volunteer marketing and recruitment.

### **Other Duties of Position**

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**

*Knowledge, skills, and abilities:*

Thorough knowledge of legal requirements, standards, regulations, policies, and procedures related to programs for seniors and people with disabilities.

Considerable knowledge of issues, problems, and concerns of consumers.

Considerable knowledge of community resources and services for seniors and people with disabilities.

This position requires extensive computer work in Oregon Access and other state applications; quality interviewing skills both in person and on the telephone; and good written and verbal communication skills.

Considerable ability to establish and maintain effective working relationships and communicate effectively with other employees, seniors, people with disabilities, representatives of other agencies, and the general public using tact, courtesy, and good judgment. Ability to work with accuracy and attention to detail to meet deadlines. Ability to understand and execute oral and written instructions, policies, and procedures. Ability to interpret regulations and apply them to case situations.

*Education and experience:*

Bachelor's Degree in any field (preference given to those with a degree in a human services field) plus 3 years of human services experience, OR Associate's Degree in a related field plus 5 years human service experience, OR Three years of experience in a position that is directly related to preparation for the position, 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, or the ability to obtain reliable transportation to various sites within the State of Oregon, required.

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 \_\_\_\_\_