



POSITION DESCRIPTION

Senior and Disability Services Oregon Money Management Program Coordinator

Oregon Money Management Program Coordinator	
EMPLOYEE NAME:	_____
Position Title:	Oregon Money Management Program Coordinator
Division/Unit:	Senior and Disability Services / Community Programs
Classification/Salary Range:	Program Coordinator / SEIU Range 14.92
Supervisor:	Program Analyst
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 supports Senior and Disability Services, a division of Lane Council of Governments, Oregon Money Management Program (OMMP) for Lane County. The OMMP is designed to help low-income individuals, including older adults and people with disabilities, maintain peace of mind, independence, and protection from financial exploitation through two services: Bill Payer and Representative Payee services. This program utilizes trained, certified volunteers to deliver services to consumers. The primary role of this position is to recruit, train, and provide technical support to these volunteers along with overall program coordination and outreach. This position will require periodic travel to remote areas of Lane County and statewide meetings in various out of county locations.</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	

OMMP Program Coordination

- Ensure operational compliance with OMMP and agency protocols
- Public speaking engagements with large and small groups for program outreach and volunteer recruitment
- Maintain effective working relationships and communication with OMMP State Program Director
- Maintain effective working relationships with local area bank partner; this includes one day per week working at the partner bank outstation location
- Participate in state coordinator meetings
- Cooperate with local police and Adult Protective Services investigations
- Consult and coordinate with appropriate staff, other agencies, service providers, family members and other interested people as needed
- Open and close Representative Payee bank accounts
- Apply for and coordinate Representative Payee status for individual consumers with the Social Security Administration (SSA)
- Coordinate with SSA on Representative Payee cases, which may include trouble shooting complex SSA issues
- Serve as Representative Payee for most complex OMMP cases and in emergency situations
- Maintain OMMP Representative Payee accounts through online web-based Representative Payee software. This may include creating and mailing monthly consumer expense checks (example, rent and utility payments) on these accounts. Process and resolve consumer and volunteer grievances

OMMP Volunteer Services

Recruiting and maintaining volunteer leaders for OMMP is a critical component of this position. The OMMP Coordinator must continually recruit new volunteers and ensure current volunteers have all needed documentation and training. The goal of this position is to ensure every client needing OMMP services is matched quickly with an appropriate volunteer. This position must evaluate program needs for volunteers and recruit at various locations throughout Lane County.

Volunteer related duties include but are not limited to:

- Recruit, screen, train and supervise OMMP volunteers. Volunteer training is conducted online through web based, pre-recorded sessions. Additional in-person one-on-one or small group trainings are provided by the coordinator.
- Use of various volunteer recruitment strategies such as online, social media, print and public speaking
- Match volunteers with consumers

- Recruit, train and supervise volunteer office assistants
- Ensure criminal background checks are conducted on all volunteers and program staff annually
- Maintain client and volunteer records in a secure and organized manner
- Conduct quarterly in-service volunteer trainings
- Write quarterly newsletters for volunteers
- Conduct one volunteer appreciation event annually
- On-going small scale volunteer appreciation such as verbal motivation and recognition, recognition in newsletters, etc.

Community Contact/Liaison

- Develop and maintain satellite offices to provide program services throughout Lane County. This may include collaboration with other agencies, community organizations or other entities to identify and secure satellite office space to conduct OMMP functions
- Conduct outreach to underserved populations
- Act as liaison between S&DS and community partners; establishes and maintains effective working relationships and promotes S&DS programs

Data/Computer

- Keep accurate records involving program operations
- Update and maintain volunteer electronic records in Volgistics Web-based secure online system
- Update and maintain client electronic records in State of Oregon secure databases including RTZ and Oregon Access
- Generate program reports showing program trends, year-to-date client and volunteer data, and other outcomes to meet program requirements

Other Duties of Position

Resolve problems or emergencies affecting the availability or quality of services.

Maintain up-to-date knowledge of agency, state and federal rules, regulations, and policies and procedures; review state updates and memos for accurate program implementation; obtain clarifications as needed.

Attend monthly meetings with agency staff.

The OMMP coordinator is responsible for determining the local needs of the

program. This may include identifying volunteer recruitment needs, sites for volunteer activities, and areas for program expansion across Lane County.

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

Required qualifications:

Bachelor's degree in finance or related field, and three years of related work experience in finance fields or in case management.

Note: The education and experience requirements above may be fulfilled by any combination of education and experience that provides the occupant with the skills, knowledge, and ability required to perform the job.

Demonstrated organizational skills:

Keyboard, MS Word, MS Excel, Outlook proficiency.

Research skills and the ability to present information appropriately to various audiences.

Excellent written and verbal communication skills.

Basic math proficiency, including determining percentages.

Comfortable working with web based/online software and applications.

Ability to work independently.

Proven time management skills in order to accomplish daily tasks and on-going projects.

Professional in appearance and actions

Valid Oregon State driver's license.

Passing a background check is required for this position.

Preferred qualifications:

Two years of professional experience working with seniors and people with disabilities.

Two years of professional experience providing guidance and training regarding personal finances.

Two years of experience recruiting and monitoring volunteers.

Microsoft Publisher proficiency.

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 _____