



POSITION DESCRIPTION

Senior and Disability Services Senior Connections Area Coordinator

Senior Connections Area Coordinator	
EMPLOYEE NAME:	_____
Position Title:	Senior Connections Area Coordinator
Classification/Salary Range:	Senior Connections Area Coordinator / SEIU Range 14.92
Division/Unit:	Senior and Disability Services/ Senior Connections
Supervisor:	Unit Manager
FLSA Status:	Non-Exempt, Overtime eligible
Representation:	SEIU
Position Location:	Schaefers Building, 1015 Willamette, Eugene, OR, or one of the rural Senior Connections sites (Florence, Veneta, Junction City, Oakridge, and Cottage Grove), or other locations as needed
Position Purpose	
<p>This position performs information and referral, short-term assistance, case management, and family caregiver services for senior citizens living independently in their own homes. Work is performed within the established and defined methods, practices, and procedures of the Senior Connections Program. Also, conducts assessments, develops plans, administers programs, maintains up-to-date knowledge, coordinates volunteers, responds to calls, refers cases, and attends meetings.</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	
Performs information and referral, short-term assistance, case management, and	

family caregiver services for senior citizens living independently in their own homes. Work is performed within the established and defined methods, practices, and procedures of the Senior Connections Program.

Conducts initial assessments in person to determine needs and/or eligibility for assistance of citizens aged 60 and over, living independently in the community. Provides information, referral, and informal counseling to individuals, family members, or concerned citizens.

Conducts functional assessment to determine transportation needs for the 60+ age group, Medicaid recipients, and adults with disabilities. Assesses client's abilities, environment, and support system as it relates to their transportation needs; confers with family and service providers when appropriate. Determines barriers to accessing available transportation options. Evaluates applicants for para-transit services through Lane Transit District and Special Mobility Services, determines eligibility for para-transit service in accordance with ADA, and LTD's complementary para-transit plan, and communicates with a variety of internal and external contacts related to appropriate assessments.

Develops and implements care plans for Older Americans Act (OAA) clients; maintains records and completes reporting forms. Identifies and refers potential clients to other units or agencies administering public assistance programs, including Medicaid and Food Stamps.

Administers the Low Income Home Energy Assistance Program (LIHEAP), a federal program that helps low income households, primarily in meeting their immediate home energy needs.

Administers evidence-based mental health programs offered by S&DS in Lane County, including the Program to Encourage Active, Rewarding Lives for Seniors (PEARLS) for older adults with depression.

Promotes and markets the Family Caregiver Program and other senior programs through public education activities including group presentations, dissemination of brochures, flyers, and press releases, and related work with print and electronic media. Assists with the training to family caregivers. Develops and maintains a tracking system to monitor respite service hours and budget. Authorizes new clients for respite to match budget projections. Maintains waitlist of clients. Contributes to quarterly newsletter.

Maintains up-to-date knowledge of community resources and services provided by other agencies and service organizations. Maintains an electronic resource database and contact list of referral sources and provides information and referral services to senior citizens, family members, caregivers, and concerned citizens. May attend meetings of community groups to network, as well as promote the Senior Connections Program.

Maintains caseload of case managed clients; follows up periodically; responds to changes in client status and eligibility; makes appropriate referrals; monitors progress; maintains case records. Collaborates with outside agencies and various S&DS staff to optimize service to the client. Narrates client activity and service authorization in Oregon ACCESS, CTS, TAMS, OPUS, GetCare2, and similar databases.

Coordinates volunteers to assist Senior Connections clients; may recruit, interview, screen, and match volunteers with senior citizens who need assistance; attends meetings and training sessions with volunteers. Also performs duties of Site Supervisor for Senior Companions, i.e., approves time sheets, mileage reimbursement, and completes annual performance reviews, and provides coaching and ongoing training.

Responds to calls regarding senior citizens at risk; determines level of risk, locates and contacts potential resources, assists in developing an action plan, and serves as a client advocate for senior citizens living independently who are having problems obtaining services.

Refers cases of suspected abuse, exploitation, or neglect to Adult Protective Services.

Completes welfare checks at request of Adult Protective Services and the Senior Meals Program for at-risk seniors; locates and contacts potential resources; provides information and assistance as appropriate.

Attends S&DS meetings and local and state training programs.

Represents S&DS on community and inter-agency committees.

Provides back-up support for other positions in case of absence or work overload.

Conduct Options Counseling (OC) and Aging and Disability Resource Connection

(ADRC) Information and Referral telephone assessments (in-person and telephonic).

Knowledge of client assessment techniques, and the skills and ability to apply this knowledge in the completion of a comprehensive assessment of a client's functioning resources and needs.

Knowledge of issues, problems, and concerns of senior citizens.

Knowledge of legal requirements, standards, regulations, and laws applicable to programs for senior citizens.

Knowledge of community resources and services for older adults.

Strong interpersonal and problem solving skills and the ability to resolve conflicts effectively.

Ability to communicate effectively with other employees, senior citizens, representatives of other agencies and the general public using tact, courtesy, and good judgment.

Ability to work with: (1) individuals who abuse alcohol and/or drugs, (2) individuals who are non-compliant with medical treatment, and (3) individuals with Alzheimer's disease or other illnesses.

Ability to interview clients to assess needs.

Ability to work independently, manage a high volume of work, set priorities, and meet deadlines.

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 operate standard office equipment such as typewriter, computer terminal, transcriber, calculator, and photocopier.

Ability to establish and maintain effective working relationships with employees, senior citizens, other agencies, and the general public.

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

Options Counseling certification, within one year of initial assignment to the position.

Alliance of Information & Assistance Systems (AIRS) CIRS-A certification, within one year of initial assignment to the position. To meet minimum qualifications for becoming AIRS Certified, applicant must have:

- At least 1 year of employment in I&R for applicants with a Bachelors or higher degree
- 2 years of employment in I&R for applicants with an Associates/Community College degree
- 3 years of employment in I&R for applicants with a High School diploma or GED.
- Acceptable I&R experience involves frontline (i.e. client-focused) work in the field of human services that includes an I&R element such as positions in social work, discharge planning, consumer credit counseling, community health nursing, independent living skills instruction and school counseling; or employment in a homeless or domestic abuse shelter, food pantry, group home or other similar settings.

Valid Oregon State driver's license.

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 _____