

**Community Action Program of East Central Oregon  
(CAPECO)  
Job Description**

<b>Position:</b>	<b>CASE MANAGER</b>
<b>Supervised by:</b>	Program Manager & Director of Programs
<b>Department:</b>	Services for Independence
<b>Classification:</b>	Regular Full Time
<b>Position Status:</b>	Non-Exempt
<b>Location:</b>	Pendleton Office
<b>Salary Level/Wage:</b>	Range 12 to 14 - \$2,804-\$3,133, depending on qualifications
<b>Benefits:</b>	Health, Dental, RX, Vision, FSA, Life Insurance, 401K Plan, Vacation, Sick and Holidays

**HOW TO APPLY:**

To apply for this position we must receive a completed CAPECO application. An application can be found by visiting our website at [www.capeco-works.org](http://www.capeco-works.org) or can be picked up at our Main Office located at 721 SE 3rd Street, Suite D, Pendleton, OR 97801. Cover Letters and Resumes may also be included, but will not be accepted without an application.

Please return completed application, optional resume, cover letter and any other required documents to: 721 SE 3rd Street, Suite D, Pendleton, OR 97801 or [hr@capeco-works.org](mailto:hr@capeco-works.org). Please send it attention Human Resources if you are sending by mail.

**POSITION OVERVIEW:**

This position is responsible for providing a full range of care/service management functions and service authorizations for aging and/or people with disabilities, family members, and/or community supports. This position performs the full range of duties, including: assess & evaluate the need for the Oregon Project Independence Program, Options Counseling, Support Groups, Respite Care, and other community resources. This position will work with the participant to develop and implement an action/service plan, assist in determining service options, and assist with gaining access to a variety of long-term care and social services. Services are targeted to individuals who may have ongoing long-term care needs or short-term support to navigate complex public service eligibility requirements, transition between care settings and/or establish a plan for self-support. . These services are administrated throughout Umatilla, Morrow, Gilliam, Wheeler, Hood River, Sherman, and Wasco Counties and coordinated with Case Managers in Hermiston and The Dalles.

**ESSENTIAL JOB FUNCTIONS:**

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. Other duties, responsibilities and activities may change or be assigned at any time with or without notice. To perform this job successfully, an individual must be able to perform each essential function satisfactorily with or without reasonable accommodation.

1. Conduct home visits with aging and/or disabled adults to assess their Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs). Interview individuals to evaluate care and current support needs. Recommend services to be provided, and coordinate in-home services to promote independence and safety.

2. Actively provide Person-Centered Options Counseling sessions for clients with AAA Staff and their family, or community support to assist clients with developing and implementing their own plan of action. Follow up is expected to assess whether additional options are necessary.
3. Provide service coordination for adults with chronic or acute age related or physical disabilities which limit independence; determine eligibility for services; develop a care plan to prevent premature institutionalization through provision of in-home services; coordinate referrals with partnering agencies and monitor client progress.
4. Prepare service plans to meet the needs of aging and disabled adults. Describe agency and financial options to clients and families. Determine financial eligibility and propriety of service; guide client and family through agency procedures.
5. Work with other agencies, family members, and community organization to coordinate effective service provision to clients. Facilitate the development of community partnerships to promote services for clients or their families that do not currently exist or accommodate the specific identified needs.
6. Monitor client progress and independence through regular staffing with care providers; follow-up with clients not in specific programs; provide for additional services if new needs arise.
7. Regular and complete data entry into RTZ and OACCESS systems for outcome tracking (effectiveness of program).
8. Maintain regular contact with clients and provider personnel, and verify service administration. Develop post-hospitalization or post-institutionalization plans in coordination with client, family, staff, and partnering agencies; maintains contact with client on a monthly basis.
9. Prepare reports and provide statistical information. Maintain accurate caseload records of assessments, evaluations, treatment plans, referrals, and follow up reports.
10. Provide information on and referrals to specialty services; arrange for a variety of goods and services including but not limited to respite care, durable medical equipment, nutrition or socialization services.
11. Assist with other Area Agency on Aging programs as needed.
12. Complete all other duties as assigned.

## **REQUIRED KNOWLEDGE, SKILLS, ABILITIES & MINIMUM QUALIFICATIONS:**

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

- Associate degree in related field which can be substituted for three years of relevant work experience. Experience providing services to aging and/or disabled adults and the maintenance of a caseload is preferred.
- Effectively screen and gather required documentation in a professional, culturally competent, customer service oriented person-centered manner.
- General knowledge of etiology and issues faced by aging and/or disabled adults in remaining independent.
- Knowledge of various community services in support of aging and/or disabled adults, and the means to access such services.
- Understand and follow complex written and oral instructions, rules, and procedures.
- Access, interpret, and apply computerized client data information.
- Computer skills, data entry software knowledge.
- Prepare reports, statistics, and related documents typical to the job assignment.

- Ability to assess aging adults and people with physical or cognitive needs and develop care plans to support those needs.
- Communicate effectively, orally and in writing, with clients and their families, service providers, and the public.

**WORK ENVIRONMENT AND PHYSICAL DEMANDS:**

The physical demand and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to bend, kneel and crouch. Specific vision abilities required by this job include close vision and distance vision. The noise level in the work environment is usually moderate. The employee must occasionally lift, and/or carry/move objects up to 50 pounds.

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, smart phones, photocopiers/scanners, shredders and filing cabinets.

**SPECIAL REQUIREMENTS:**

- Must pass a criminal history background investigation; however a conviction of a crime may not necessarily disqualify an individual from this position
- CAPECO is a drug free workplace and pre-employment screening will be required.
- Must possess a valid State Driver’s License and insurable driving record is required.
- Must be able to pass AIRS CIRS-A certification per program certification guidelines and must maintain valid certification annually.
- Travel required weekly within the Umatilla and Moro services areas.

THE ABOVE JOB DESCRIPTION has been discussed with me, and I accept all responsibilities and can perform all duties with or without reasonable accommodations as outlined above.

\_\_\_\_\_  
EMPLOYEE'S SIGNATURE

\_\_\_\_\_  
DATE