

LINN COUNTY CLASSIFICATION

TITLE: DEVELOPMENTAL DISABILITIES SERVICE COORDINATOR 1
NUMBER: 751 **APPROVAL ORDER NUMBER: 2024-260**
PAY RANGE: 13 **DATE: JULY 23, 2024**
CATEGORY: SEIU

GENERAL STATEMENT OF DUTIES/JOB OBJECTIVES: Provides case management services including development of comprehensive, person-centered support plans, monitoring, referral and facilitating access to needed community services and support. Administers and authorizes Medicaid programs for eligible clients while being good stewards of Medicaid funds. Increase equitable access to support and resources. Educates the community on services available and consumer rights. Performs a variety of advanced paraprofessional services including conducting assessments and assisting in the development of client services. This may include suggestions for appropriate individual habilitation, referral and treatment.

SUPERVISION RECEIVED: Works under the general supervision of a Supervisor or an employee in a higher classification. Work is reviewed for effectiveness and adherence to prescribed standards. As expertise is demonstrated, greater independence of action is encouraged.

SUPERVISION EXERCISED: Supervision of other employees is not a regular responsibility of a person in this position. A person in this classification will typically assist in the job orientation of new personnel.

ESSENTIAL FUNCTIONS: A person employed in this classification must possess the capability to perform the following duties to be considered for and remain in this position. The duties are essential functions requiring the critical skills and expertise needed to meet job objectives. Additional specific details of these essential functions may be provided by the specific office or department job announcement, if applicable.

Program Administration:

1. Assess client needs using formal and informal tools of assessment. Assist in the development of comprehensive person-centered plans.
2. Coordinate administrative processes to ensure timely and effective service delivery. Develop and maintain relationships with staff and community partners. Identify and arrange program resources.
3. Problem solve complex tasks while using creativity, flexibility and adaptability to serve others and eliminate barriers to service. Provide information and evaluate available resources. Provide referral to appropriate services and or community partners. Dependable, focused and able to collaborate effectively as a team.

Program Monitoring:

4. Monitor reports or other documents from participants to evaluate progress and assure health and safety of individuals in program. Contact participants and give advice on correcting errors and instruct on methods of obtaining compliance with program or funding requirements.

5. Conduct on-site reviews of local agencies or service provider operations for compliance with and adherence to standards. Coordinate the collection of or gather program service data, program outcomes and evaluate against program goals and objectives.
6. Prepare written documentation based on findings and recommend methods to improve program outcomes.
7. Assess the quality and effectiveness of services to improve services to target population. Identify and refer alleged instances of abuse/neglect for screening activities.

Program Representation:

8. Work with program service providers to help them understand program guidelines and protocols. Interpret and explain program rules, regulations, policies and procedures.
9. Work with community and agency partners to coordinate and improve planned services. Explain program processes and benefits.
10. Represent program and serve as spokesperson to service organizations such as business leaders, policy makers, provider and professional organizations, or other stakeholder groups.
11. Develop and maintain effective, harmonious and reasonable work relationships with others.
12. Maintain regular and predictable work attendance.

OTHER FUNCTIONS: This classification covers the most significant essential functions performed by an employee in this position but it does not include other occasional work which may be similar to, related to or a logical assignment of this position. Any one position in this classification may be assigned some or all of the duties listed under essential functions or that arise as other functions. The balance of the various duties, responsibilities and/or assignments of this position may change from time to time based upon management's decisions on how to best allocate resources. Any shift, emphasis or rebalancing does not constitute a change in the essential functions of the job classification.

RECRUITING REQUIREMENTS: (Additional specific details may be provided by the specific office or department job announcement, if applicable).

KNOWLEDGE, SKILL AND ABILITY: Ability to read, interpret and follow Oregon Administrative Rules, Oregon Revised Statutes and local policies and procedures. Ability to develop and maintain professional working relationships with department staff, community members and partners. Ability to gather information and apply critical thinking skills to reduce barriers to service. Ability to effectively communicate in person and in writing. Ability to effectively organize and prioritize work tasks. Display flexibility and adaptability. Ability to conduct assessments and document interactions. Ability to work in an electronic health record. Ability to provide person-centered services in a standardized system. Demonstrate basic cultural competency skills. Be able to attend work regularly.

EXPERIENCE, EDUCATION AND TRAINING: Graduation from a four-year college or university with major coursework in behavioral science, social science or closely related field; or a Bachelor's Degree in any field with one year of human services experience or an Associates' Degree in behavioral science, social science or closely related field with two years of human services experience or three years of relevant human services related experience; or any satisfactory equivalent combination of experience, education and training which demonstrates the ability to perform the work described.

NECESSARY SPECIAL QUALIFICATIONS: Possession of a valid motor vehicle operator's license and an acceptable driving record at the time of appointment may be a condition of employment. Must be able to pass a criminal history check, not be on the Centers for Medicare and Medicaid Services (CMS) disqualified list and be free from unsubstantiated abuse reports. Staff may be expected to play an active role in the event of an emergency which may include changes in the scope of position responsibilities and working hours.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: Work is generally performed in an office environment under usual office working conditions. Work involves traveling all over Linn County including operation of a motor vehicle and movement from the vehicle to the office, clinic, community agency or school. Within the office, typical office environment noise levels exist with some telephones, personal interruptions and background noise. In the performance of job duties, the employee is required to remain in a stationary position most of the time and occasionally move to access and use office machinery or engage with other County employees and members of the public. Position requires regularly attending meetings for prolonged periods of time and frequently communicating with County employees and members of the public to exchange information. Position requires interacting and accommodating individuals experiencing communication barriers and behavioral support needs. Must occasionally lift and/or move up to fifteen (15) pounds. Manual dexterity and coordination are required while operating equipment including, but not limited to, phone system and personal computer including word processing, spreadsheets and data base software; computerized record systems; copy and fax machines, calculator, computer keyboard, video display terminal and other related tools and equipment. Position requires the ability to operate a motor vehicle in order to travel between offices and in the community. Some out of County and overnight travel may be required for training. May be required to flex schedule in order to accommodate community members and complete work.