



## **POSITION SUMMARY**

The Bilingual Outreach Case Manager at the Council on Aging of Central Oregon (CoA) will be the main point of contact for the Central Oregon Spanish-speaking community to access local, state, and federal programs designed for seniors. The individual in this role will provide case management support by performing assessments, designing service plans, and advocating on behalf of clients. They will also work closely with family caregivers to assess and assign respite support. In collaboration with teams across the organization, this individual will have the exciting opportunity to help build out CoA's nutrition services and information and referral networks for Central Oregon's Spanish-speaking communities.

The position requires fluency in English and Spanish, as well as an understanding of cultural considerations, at a level that will allow for clear and comfortable communication with Spanish-speaking seniors and their families.

The Bilingual Outreach Case Manager reports directly to the Client Services Manager and works closely with both the nutrition services and case management teams. This position is in-person at the Bend office and will require frequent travel throughout the Central Oregon tri-county area, including training opportunities and client assessments.

## **HOURS**

Monday thru Friday, 8:00 AM - 4:30 PM (40 hours per week)

## **COMPENSATION**

The salary for this position is between \$23-\$24.50 per hour depending on experience. Council on Aging offers a 5% differential for bilingual employees as well as a complete benefits package, including health, dental and vision care; a 403(B) retirement plan, generous paid time off, an Employee Assistance Program, and more.

Note: Due to the vulnerability of the population we serve, all employees of the Council on Aging must be up-to-date on COVID vaccinations and boosters.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

The essential functions include, but are not limited to the following:

### **CASE MANAGEMENT:**

- Develop and maintain a comprehensive understanding of Older Americans Act direct services
- Assess needs and eligibility for Oregon Project Independence, Meals on Wheels, and Family Caregiver Support programs
- Monitor care/service plans for clients. Includes but is not limited to periodic plan reviews and reassessments
- Work with in-home care providers to maintain service plans and meet the needs of the client
- Provide advocacy on behalf of clients
- Provide Options Counseling to assist with long term planning, including a needs assessment and action plan
- Work effectively with other social service agencies
- Perform home visits including traveling in adverse weather conditions



- Maintain digital records in a timely fashion

#### **INFORMATION AND REFERRAL:**

- Provide resources and referrals for the Spanish-speaking community at large and for clients, caregivers, and family members in particular regarding local, state, and federal programs
- Maintain comprehensive knowledge of available social support services for older adults
- Communicate resources to clients and the community through phone calls, emails, and in-person appointments

#### **COMMUNITY OUTREACH:**

- Outreach to the public at large, and to low-income, isolated, and under-served diverse senior populations in particular, to promote service
- Participate in and facilitate community awareness with other local service providers, including attending events and networking meetings
- Assist in the creation of cultural/language appropriate marketing materials to assist in outreach efforts

#### **PROGRAM DEVELOPMENT**

- Work in conjunction with the nutrition team and community partners to develop a culturally appropriate home delivered meals program
- Grow home repair program in the Spanish-speaking community with help from the Client Services Manager
- Identify needs of the Tribal community and expand the Confederated Tribe of Warm Springs partnership in order to deliver culturally appropriate services and supports

#### **ADMINISTRATIVE**

- Actively work with the case management team to achieve team goals and Council on Aging objectives
- Adhere to HIPPA and CoA confidentiality standards Communicate client or staff feedback to supervisor
- Conform to Council on Aging policies, procedures, and protocols
- Uphold the Council on Aging mission, vision and values

#### **MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)**

- Bachelor's degree in Human Service related field of study preferred or 3+ years of case management experience, preferably in geriatrics
- Fluent in English and Spanish
- Proficient in MS Office, web based applications and data entry
- Proficient in customer service and problem resolution
- Excellent written and oral communication skills
- Excellent organizational, planning, and prioritization skills
- Excellent interpersonal skills

#### **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle or feel objects, tools, or controls. The employee is occasionally required to stand; walk; sit; and reach



with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually low to moderate.

**To APPLY**

Send resume and cover letter to [hr@councilonaging.org](mailto:hr@councilonaging.org)

**NOTE**

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.