



BILINGUAL OUTREACH CASE MANAGER POSITION DESCRIPTION

Would you like to make a difference in the lives of Central Oregon seniors? Give back to your community in a rewarding and meaningful way? Work with other staff members that share your passion?

Working as the Bilingual Outreach Case Manager at the Council on Aging of Central Oregon (CoA) may be the right opportunity for you. You will be the main point of contact for the Central Oregon Spanish-speaking community to access local, state, and federal programs designed for seniors. This role includes performing assessments, designing service plans, and advocating on behalf of clients. You will also work closely with family caregivers to assess and assign respite support. In collaboration with teams across the organization, you 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 either fully in-person at the Bend office or a hybrid remote position 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 \$25-\$27 per hour depending on experience 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