



College to County Mentorship Program

Intern Job Title: Case Manager 1

Department/Division: ADVSD, East County

Site: Aging, Disability and Veterans Services – East County, 600 NE 8th Street, Rm 100, Gresham, OR

Salary: \$18.78/hour, 40 hours/week

Will Volunteer/Intern drive? No

Summary of program position:

The Case Manager 1 (CM1) position provides eligibility determination services to applicants for Medicaid, Oregon Health Plan, and Supplemental Nutrition Assistance Program (SNAP) benefits. This position gathers information from applicants and compares that information against program rules and regulations to determine eligibility for any and all available programs. Once eligibility has been established, the person in this position enters the appropriate data into the multiple computer systems in order to generate appropriate and correct benefits in a timely manner.

Specific duties or major tasks:

- Screening, Eligibility Determination, and Benefit Administration: Determine ongoing eligibility assumed eligible Medicaid recipients in accordance with state, federal, and local rules, standards, and guidelines. Maintain case information and narrate in accordance with Aging, Disability and Veterans Services Division (ADVSD) and Aging and People with Disabilities (APD) standards and guidelines for a high volume shared caseload. Capture information in appropriate computer applications.
- Returned Mail: Process returned mail in order to identify current address or determine appropriate follow-up action and distribute/narrate as needed.
- Tickler Management: Review ticklers within the Oregon ACCESS system and delete/distribute as appropriate.
- Workroom Stocking: Keep workroom stocked with important and required documents as well as supplies.
- Performs other duties as assigned.

Qualifications: (list knowledge, skills, abilities needed for the job).

- Field of study: Coursework in social science, behavioral science or related area
- Communicate sensitive and/or confidential information (Such as HIPAA, PHI, PII, collective bargaining, etc.).
- Problem solving: Problems are typically recurring and routine and are solved using established practices, policies, procedures and instructions with little or no option to vary procedures or process.
- Technical: Work typically performed in a narrow or highly specialized area that is based on extensive experience and supplemental on-the-job training rather than on formal academic education.
- Customer Service: Anticipates, assesses, and responds to the needs of diverse clients.
- Time Management: Makes the best use of time and resources to manage workload.
- Teamwork: Encourages team unity. Shares, problem solves and strives for success.

- Self-management: Flexible, dependable, responsible, and accountable to one's work.
- Decision – making: Uses judgment and knowledge to make informed decisions
- Valuing Diversity: Fosters respectful and inclusive workplace where diversity and difference are valued and maximized.

Conditions of the job: (location, specific time commitment degree of supervision, and other pertinent information).

- Office environment
- Can operate independently
- Standing, balancing, walking
- Bending, reaching overhead
- Climbing stairs
- Crawling, Crouching
- Eye/hand coordination
- Kneeling, squatting, stooping
- Lifting 10-30 pounds
- Manual dexterity
- Vision

Veterans' Preference: Under Oregon Law, qualifying veterans may apply for veterans' preference for this recruitment. Review our [veterans' preference website](#) for details about eligibility and how to apply.

For veterans qualified for Veterans' Preference: If you believe you have skills that would transfer well to this position and/or special qualifications that relate to this position, please list those skills and/or qualifications in the box below. Clearly explain how those skills and/or qualifications apply.

Application Instructions:

Please fill out and submit an application for this position through the form also located at this website: <https://multco.us/diversity-equity/college-county-mentorship-program>
The deadline for submitting online application is March 31, 2019.