



Job Description

Job Title:	<i>Case Manager (CM)/Options Counselor for Older Adults</i>	Reports To:	Director of Community Services
Department	Senior Services Program	Posting URL:	www.fhpd.org/jobs
Location:	Friendly House Crawford Building at 1737 NW 26th Ave Portland, OR 97210. When we return to in-person services, most of the CM's job happens out in the community and in the homes of clients, or in the office.	Travel Required:	At this time, limited travel is required for in-person visits with clients that reside in Multnomah County. Beginning in January, additional travel across the Portland Metro area to meetings, training, etc. will be required.
Starting Pay:	\$18.00 per hour (plus a \$0.50 pay differential for Mandarin-speaking staff)	Position Type:	Regular, full-time/40 hours per week, non-exempt
Benefits:	Health and dental package valued at \$5,000/year and up to a 4% employer match on employee contributions to our 403(b) retirement plan, paid vacation, sick leave and holidays (prorated based on FTE). Free access to day camps for employees' children ages 5-12 (winter and spring break, summer camp), as well as free afterschool care for children ages 5-12. At least a 50% discount on preschool fees for children ages 3-5 who meet all other enrollment eligibility. Steeper discounts will be made available for families who qualify for scholarships. A Friendly House fitness membership and discounts on some activities are also provided.	Job Conditions:	Currently hybrid and remote during COVID-19 pandemic; In-person time will be spent at the Friendly House campus in NW Portland. One of our buildings is non-ADA-compliant. CMs work in a shared office space, with several coworkers, separated by cubicles.
Contact:	Human Resources hr@fhpd.org	Date Posted:	12/29/21

Will Train Applicant:	Internal, State and County required trainings	Posting Expires:	Open until filled.
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Scope of the Position:	Desirable candidates for the Case Manager/Options Counselor position bring patience, an understanding of “strengths-based” case management, knowledge of best practices working with older adults, appreciation for the strengths and challenges of older adults (including LGBT and other marginalized communities of older adults), community building skills, experience working with diverse populations and the ability to multi-task in a community-based setting. This is a 40-hour/week position.
<p>Notice of Non-Discrimination</p> <p>Friendly House values equity, diversity, and inclusion. People with lived experience in communities of color and other marginalized groups are encouraged to apply.</p>	It is the policy of Friendly House to treat all people with dignity and respect. The agency prohibits discrimination based upon race, sex, religion, color, gender identity, age, national origin, marital or familial status, pregnancy, sexual orientation, citizenship status, military service, veteran status, housing status, source of income, political affiliation, union affiliation, physical or mental disability or other protected status in accordance with applicable law. In addition, we shall not discriminate against minority-owned, women-owned, or emerging small businesses.

Resume and Cover Letter Accepted By:

Email (PDF preferred):

Human Resources
hr@fhpd.org

Mail:

Human Resources
 Friendly House, Inc.
 2617 NW Savier St.
 Portland, OR, 97210

Essential Functions

- Perform needs assessments and develop care plans in cooperation with consumers
- Make appropriate referrals to service agencies
- Coordinate and monitor services as indicated in the care plan
- Narrate all client contacts as per contract requirements
- 50-75% of CM (Case Management) time will be spent on billable activities

- Provide and/or coordinate direct support for consumers as indicated in the care plan
- Navigate multiple client databases
- Complete error-free reports in a timely manner
- Support and contribute to program development
- Advocate for the needs of consumers (e.g., with health care provider, family members, etc.)
- Supervise volunteers and student interns as needed
- Attend all required meetings and training
- Willingness to be flexible with working schedule in time of emergencies or crisis
- Other duties as required

Secondary Functions

- Support Friendly House's community building mission

Role(s) and Responsibilities

- Working knowledge of “strengths-based” case management and best practices
- Ability to be effective in crisis situations, including problem solving
- Excellent communication skills, in person, over the phone and via email
- Computer literate and an ability to quickly learn required computer skills
- Record of being punctual and reliable with excellent time management and organizational skills
- Demonstrated ability to work with people of diverse social, economic, and cultural backgrounds
- Ability to develop and maintain appropriate boundaries with consumers
- Ability to “jump in” with minimal training
- Valid driver’s license, proof of insurance and access to a dependable vehicle when needed
- Knowledge of the strengths and challenges of LGBT older adults
- Familiarity with community resources
- The ideal candidate will have experience working with the ADRC Caretool and/or Oregon Access data collection systems
- Mandarin speakers and/or candidates with lived experience in the LGBTQ+ community will be given additional consideration
- Use and promote all applicable COVID-19 safety measures and precautions

Qualifications and Education Requirements

Bachelor’s degree in social service, nursing, gerontology or related field **OR** two years’ experience in care coordination, preferably working with older adults **OR** a combination of education and experience. All Friendly House employees are required to be vaccinated against COVID-19 and practice all COVID safety measures as indicated by the CDC and other health authorities.

About Friendly House

Friendly House, a nonprofit neighborhood center and social service organization that promotes the interdependence of people from all walks of life to meet educational, recreational, and human service needs in the Portland Metropolitan area. Friendly House creates opportunities for people of all incomes and age groups to increase social capital, which we define as the bonds that encourage mutually beneficial support. We operate two major programs in Northwest Portland: Community Services and our Children’s Programs. Founded in 1930, the organization has remained true to its settlement house roots, giving special attention to the needs of people facing extraordinary challenges, including children, low-income families, older adults, and LGBT older adults, to assure their inclusion in the fabric of society. We encourage applicants to visit our website (www.fhpdx.org/jobs) to learn more.

Friendly House, Inc.

Reviewed By:	Dawn Dunlap	Date:	12-28-2021
Approved By:	Mya Chamberlin	Date:	07-15-2021
Last Updated By:	Mya Chamberlin	Date/Time:	10-12-2021