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Case Manager for Older Adults

About Friendly House

Friendly House, a nonprofit neighborhood center and social service organization, 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 income and age groups to increase social capital, which we define as the bonds that encourage mutually beneficial support. We operate three major programs in Northwest Portland: the Friendly House Community Center, 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 LGBTQ+ older adults, to assure their inclusion in the fabric of society. We encourage applicants to visit our website (www.fhpdx.org) to learn more.

Job Overview

Desirable candidates for the Case Manager 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 LGBTQ+ 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.



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Position Type

Regular, full-time, 40 hours/week, \$22.50 per hour.

Job Conditions

Primarily in-person at the Friendly House campus in NW Portland and in the homes of clients, some of which may not be ADA compliant. One of our buildings is non-ADA compliant. Case Managers work in a shared office space in an ADA-compliant building, with several coworkers, separated by cubicles. Possible remote-work hybrid options may be available after 90 days and based on our teleworking policies, but are not guaranteed.

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, spring break, summer camps), as well as free after-school 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 other activities are also provided.

Notice of Non-Discrimination

Friendly House values equity, diversity, and inclusion. People with lived experience in communities of color and other marginalized groups are encouraged to apply. 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



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accordance with applicable law. In addition, we shall not discriminate against minority-owned, women-owned, or emerging small businesses.

Responsibilities and Duties

- Perform needs assessments and develop care plans in cooperation with clients.
- Make appropriate referrals to service agencies.
- Coordinate and monitor services as indicated in the care plan.
- Narrate all client contacts as per contract requirements.
- Approximately 50–75% of Case Managers' 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 healthcare providers, family members, etc.).
- Supervise volunteers and student interns as needed.
- Attend all required meetings and trainings.
- Willingness to be flexible with working schedule in times of emergencies or crises.
- Support Friendly House's community building mission.
- Other duties as required.

Qualifications and Requirements

- 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.



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- 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 LGBTQ+ older adults.
- Familiarity with community resources.
- The ideal candidate will have experience working with the ADRC Caretool, Multnomah County UCR, and/or Oregon Access data collection systems.
- Mandarin speakers and/or candidates with lived experience in the LGBTQ+ community will be given additional consideration.
- Observe and promote all applicable COVID-19 safety measures and precautions.
- 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.



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Send resume and cover letter to:

Email (PDF preferred): hr@fhpdx.org

Mail:

Hiring Manager
Friendly House Inc.
2617 NW Savier St.
Portland, OR 97210

Reports To: Director of Community Services

Posting URL: <https://www.fhpdx.org/jobs/>

Travel Required: Travel in NW and SW Portland is frequent. Travel across the Portland metro area to meetings, trainings, etc. will be required at times. Frequency may fluctuate due to COVID-19 restrictions.

Date Posted: 11.16.22

Posting Expires: Open until filled.