

AGENDA ITEM FOR ADMINISTRATIVE MEETING

( ) Discussion only  
(X) Action

FROM (DEPT/ DIVISION):

PROGRAM: CDDP

SUBJECT: Create Two Positions

<ol style="list-style-type: none"> <li>1. Create a Service Coordinator Supervisor position.</li> <li>2. Re-establish Program Specialist position (new position in budget)</li> </ol>	<p>( X ) <u>ACTION REQUESTED:</u></p> <p>It is respectfully requested that the CDDP be allowed to add two additional positions to current staffing levels.</p> <p>The Service Coordinator Supervisor position will be through carry-over funds for the first year, then included in our annual budget from there on.</p> <p>The Program Specialist position will be paid for with revenue that was in excess of what was originally budgeted.</p>
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ATTACHMENTS: Proposal

Date: (12.11.17)

Submitted By: (Kim Weissenfluh)

\*\*\*\*\*For Internal Use Only\*\*\*\*\*

Checkoffs:

- ( ) Exec. Asst.
- ( ) Dept. Head (copy)
- ( ) Human Resources (copy)
- ( ) Budget (copy)
- ( ) Fiscal
- ( ) Legal (copy)
- ( ) Other-List:

To be notified of Meeting:

Needed at Meeting:

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PLEASE RETURN THIS FORM AND ATTACHMENTS TO OFFICE MANAGER  
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Scheduled for meeting on: December 20, 2017

Action taken:  
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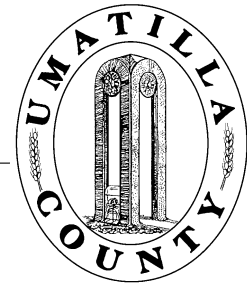
Follow-up:

# Umatilla County

## Community Developmental Disabilities Program

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Kim Weissenfluh  
Program Manager



### Proposal

**1. Proposal:** Create a Service Coordinator Supervisor Position.

**Rational:** We currently have eight Service Coordinators. I am not able to provide the level of supervision and support to those staff, due to having a multitude of other areas to supervise in addition to being the only management staff within the CDDP. At this point, we are lacking consistency within caseloads, communication with the Office of Developmental Disabilities (ODDS), and a quality assurance mechanism that monitors, supports and trains as determined appropriate.

**Benefits:** Provide a more consistent, available level of support and supervision to the Service Coordinators. Allow one person to be the contact/liaison with the ODDS in regards to interpreting and following the OAR's in a consistent manner. Creates opportunity to develop consistent monitoring, support and training regarding quality assurance measures reviewed by the ODDS.

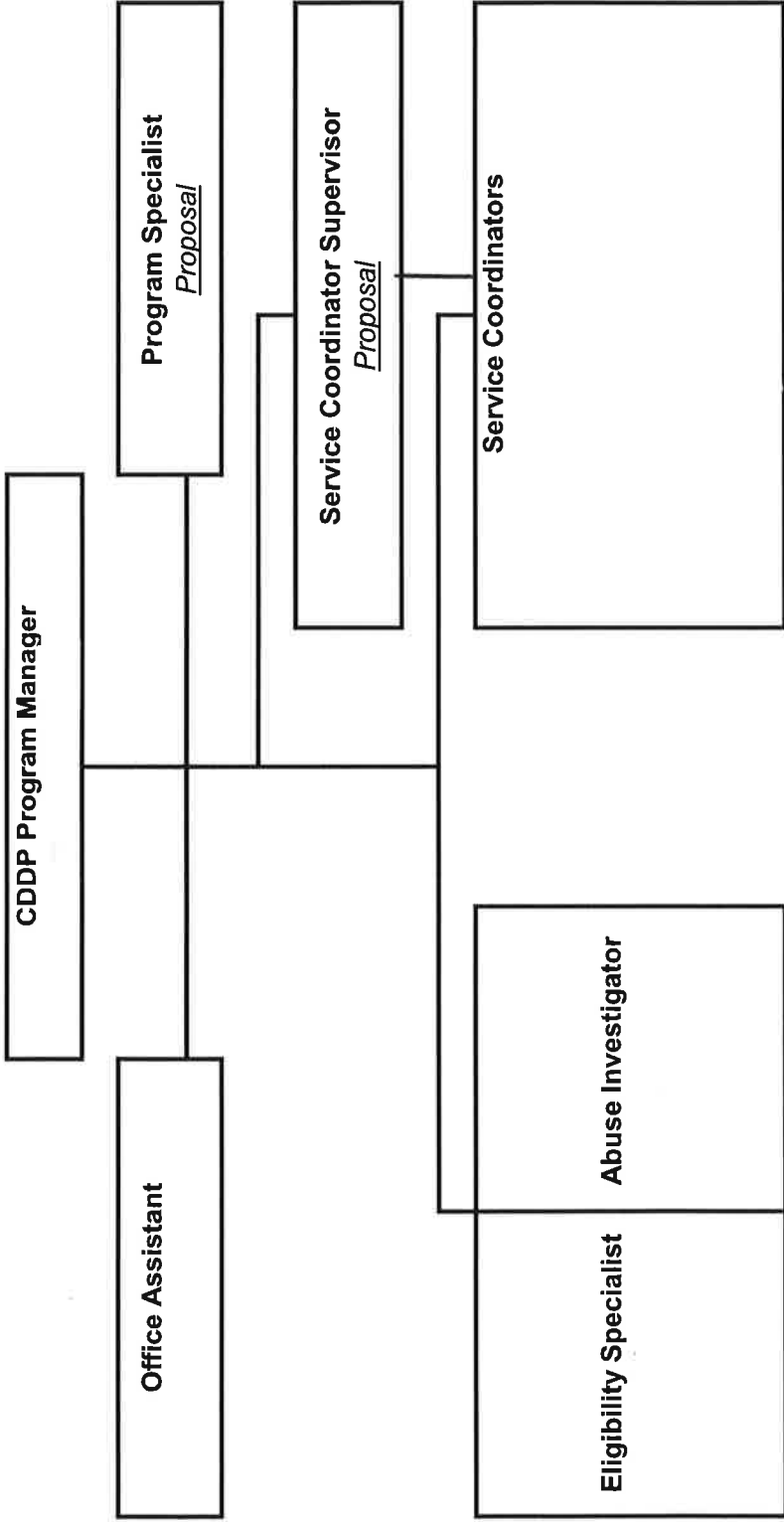
**Cost:** Estimated annual cost of less than \$90,000

**2. Proposal:** Re-establish a Program Specialist Position.

**Rational:** After moving the two staff from Program Specialist to Service Coordinators, it was determined that there is still a need for a Program Specialist that focuses on the billing system for the State of Oregon, along with providing support to the Program Manager in the areas of quality assurance and data analysis. One of the current Service Coordinators initially moved would like to be moved back to the re-established Program Specialist position, thus creating an opening for a Service Coordinator position. This would also provide an opportunity to seamlessly integrate a current Service Coordinator to specialize as an Oregon Needs Assessment Assessor.

**Benefits:** More efficient and effective use of resources, additional assistance in providing quality assurance activities to ensure compliance with State of Oregon contract, and assist in allowing caseloads to move to a best practice level. Along with, ability to meet Oregon Administrative Rules regarding the role-out of the Oregon Needs Assessment; minimize the amount of training needed to begin the assessments the first part of January, 2018.

**Cost:** Estimated annual cost of less than \$80,000



# UMATILLA COUNTY POSITION DESCRIPTION

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Division/Section: BCC / CDDP

Employee Name:

Position Title: Service Coordinator Supervisor

Salary: R 28

Union: No    BOLI Exempt: Yes

## GENERAL DESCRIPTION

This position will provide supervision and oversight for the Service Coordinator positions. As well as work directly with the Program Manager to develop policies, procedures, and quality assurance activities that support the mission of Umatilla County and the Community Developmental Disabilities Program (CDDP), and the laws/rules of the State of Oregon.

## SUPERVISORY RELATIONSHIP

Works under the direction of the Program Manager and under the direct supervision of the Liaison. Works in partnership with the Governance Committee. Responsible for the supervision of all Service Coordinator staff and assigned programs.

## PRINCIPLE DUTIES OF THE POSITION

1. Serves as the lead for Service Coordinators. (EE)
2. Supervise, direct, and assign caseloads and tasks for Service Coordinators. (EE)
3. Meets regularly with the Program Manager. (EE)
4. Collects data regarding program operations and activities. (EE)
5. Serves as the representative of the CDDP when appropriate. (EE)
6. Reviews time cards for Service Coordinator staff. (EE)
7. Model and hold staff accountable for departmental, county, and state policies and procedures. (EE)
8. Develop procedures/policies regarding Service Coordinator practices and requirements. (EE)
9. Act as a universal referral point for all incoming crisis and move of choice referrals. (EE)
10. Coordinate and facilitate Service Coordinator meetings. (EE)
11. Coordinate Crisis meetings with Region. (EE)
12. Track and evaluate outcomes of individual Service Coordinators. (EE)
13. Attend and participate in state/regional Supervisor meetings. (EE)
14. Meet no less than quarterly with Service Coordinators to review evaluation goals/progress. (EE)

## REQUIREMENTS FOR POSITION

### GENERAL/ORGANIZATIONAL

These competencies need to be demonstrated by everyone within the department:

1. Quality/Compliance: Achieving a standard of excellence with our work processes and outcomes, honoring Umatilla County policies and all regulatory requirements;
2. Customer focus: Striving for high customer satisfaction, going out of our way to be helpful and pleasant, making it as easy as possible on the customer rather than our department or the County;
3. Communication: Balancing listening and talking, speaking and writing clearly and accurately, influencing others, keeping others informed;
4. Collegiality: Being helpful, respectful, and approachable and team oriented, building strong working relationships and a positive work environment;
5. Initiative: Taking ownership of our work, doing what is needed without being asked, following through;
6. Efficiency: Planning ahead, managing time well, being on time, being cost conscious, thinking of better ways to do things;
7. Coachable: Being receptive to feedback, willing to learn, embracing continuous improvement;
8. People management: Setting clear expectations, reviewing progress, providing feedback and guidance, holding direct reports accountable.

### KNOWLEDGE/EDUCATION/EXPERIENCE

Must have knowledge of the public service system for developmental disabilities services in Oregon and at least:

1. A bachelor's degree or equivalent course work in a field related to management such as business or public administration, or a field related to developmental disabilities services may be substituted for up to three years required experience; or
2. Five years of experience in staff supervision of five years of experience in technical or professional level staff work related to developmental disabilities services. supervision; program administration and management; principals of long and short range planning; ability to provide leadership to staff; ability to make professional decisions and to work effectively and efficiently without direct supervision or guidance; ability to meet deadlines and schedule time efficiently; ability to work as a team member and share knowledge and skills.

And

1. Able to demonstrate by conduct the competencies required by OAR and compliance with the CDDP Program, Umatilla County policy and procedures.
2. Able to communicate effectively, both orally and in writing; prepare and deliver oral presentations to public and private groups; respond to changes desired by citizens and staff; establish and maintain cooperative working relationships with government agencies, community groups, county employees and the public.
3. Possess knowledge of principles and practices of psychology, behavior modification, analysis and assessment theories of normal and abnormal human development; professional ethics; research methodologies and techniques of data collection and statistical analysis; define and gather statistical information.
4. Able to travel to locations within Umatilla County.
5. Able to travel to attend meetings, trainings and conference within and outside of the State of Oregon
6. Must participate in 20 hours per year of State of Oregon sponsored training or other training in the areas of intellectual or developmental disabilities.
7. Must demonstrate ability to act on personal initiative using sound judgment.
8. Must display a valid Driver's license.

#### PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

While performing the duties of this job, the employee is frequently required to walk, sit, bend, talk and hear. The employee is required to use hands to finger, handle, or operate objects, tools, or controls; and reach with hands and arms.

The employee may occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability and adjust focus.

#### TOOLS AND EQUIPMENT USED:

Computer, including word processing, data base, Internet, and spreadsheet programs; calculator, telephone, copy machine, fax machine, paper and writing instrument.

#### WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

While performing the duties of this job, the employee works in an office environment; the employee may, on occasion, work in outside weather conditions. The noise level in the work environment is usually quiet.

This description covers the most significant essential and auxiliary duties performed but does not include other occasional work which may be similar, related to, or logical assignment to the position.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

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Employee's Signature/Date