

Case Manager

Classification

Non-Exempt

Salary Grade/Level/Family/Range

\$12.00 per hour w/expected wage increases (dependent upon annual performance review & agency budget)

Reports to

Programs Manager and/or Executive Director

JOB DESCRIPTION

Summary

Responsible for case finding activities including door-to-door contacts in the community. Responsible for follow-up contacts on clients referred for services by the agency on a scheduled basis. Efforts of the Outreach Worker will also include coordination with Health Educators in developing workshops, seminars, discussion groups, and other forms of training sessions to be used in educating the clients. The Outreach Worker will be assigned exclusively to activities related to elderly clientele.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. (Note: Essential functions are intended only as illustrations of the various types of work performed in this position. The absence of specific statements of duties does not exclude those tasks from the position if the work is: similar, related, or a logical assignment of the position.)

- Serves as a resource person and collaborates with all agency personnel.
- Helps conduct surveys (assessments) and devises plans for assisting eligible, elderly clients.
- Visits all clients referred by the Agency and assures that individual appointments are kept.
- Keeps home visitation records on all clients.
- Participates in program evaluations.
- Locates clients and explains services available to them by the St. Martin Council on Aging.
- Answers questions from area residents and the general public regarding SMCOA services in person and by telephone.
- Refers families to community resources and other organizations.
- Establishes and maintains cooperative relations with appropriate community service agencies and facilities.
- Assists elderly clientele with applying for food stamps, medications, utility assistance, Medicaid, and other types of aid.
- Maintains good work and public relations-this includes demonstrating friendliness, warmth, and cooperation to participants, co-workers, and supervisors.
- Performs other duties as assigned by the Executive Director.

Competencies

1. Professionalism
2. Flexibility
3. Emotional Maturity
4. Communication Proficiency
5. Collaboration Skills
6. Customer/Client Focus (Genuine interest in, and concern for, older adults)
7. Organization
8. Good writing skills

Supervisory Responsibility

This position has no supervisory responsibilities.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, telephones, photocopiers, filing cabinets, and fax machines.

Physical Demands

This is largely a sedentary role; however, some filing is required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary.

Position Type and Expected Hours of Work

This is a part-time position. Days and hours of work are Monday through Thursday, 8:00 a.m. to 2:30 p.m.; Friday 8:00 a.m. to 1:00 p.m. Schedule may be adjusted according to agency needs.

Travel

Travel is required for this position. Occasional travel to local educational trainings may also be required.

Preferred Education and Experience

1. High School Diploma
2. Two years of experience in public relations, recreational, social, or personnel work, teaching, probation and parole, community organization, ministerial or group work, or responsible public contact work.

Contact training may be substituted for the preferred experience on the basis of 30 college semester hours for one year of experience. (Note: Routine public contact work such as cashier, sales clerk, waitress, or service station attendant will not be accepted as qualifying.)

Additional Eligibility Qualifications

Applicant must have a good driving record, current driver's license, and valid auto insurance (minimum limits as required by law). Must have CPR/First Aid certification. The ability to relate

and work with older persons, and a genuine interest, concern, and awareness of older persons and their problems is vital.

Work Authorization/Security Clearance (if applicable)

Applicant must be able to pass a state criminal history search. Clearance of a drug screen is also required.

EEO Statement

The St. Martin Council on Aging is an Equal Opportunity Employer. Applicants for all positions are considered without regard to race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, or any other legally protected status.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Signatures:

Employee/Date

My signature is verification that I have accepted the position offered to me and acknowledgment of my understanding of the requirements, essential functions, and duties of the position.

Executive Director/Date

Updated 03/02/2023, in conjunction w/various sources