



SouthEastern Arizona Governments Organization

Serving our member governments and their constituents since 1972

NAME OF POSTION: Case Manager I
FLSA: Full Time, Non-Exempt

DESCRIPTION: Under direct supervision, performs professional work of considerable difficulty in the monitoring and case management of individuals in need of special services; performs related work as required or assigned. Exercises independent judgment to assure appropriate services and resources are utilized so that programmatic goals are met. **This position serves clients in Santa Cruz county.**

EDUCATION/EXPERIENCE: A Bachelor's Degree in social work, sociology, psychology, counseling, nursing or closely related fields; a minimum of 2 years' experience in community based social or health services agency; OR, an equivalent combination of experience, education, and training which provides the desired knowledge, skills and abilities stated in the job description on the following pages. Spanish desired but not required.

Salary Range: \$26,796 to \$37,514

AZ state retirement and health insurance benefits are provided. SEAGO is an equal opportunity employer.

Contact Laura Villa at (520) 432-2528 X 208 or lvilla@seago.org, if you have any questions.

To apply, e-mail or send a resume and three **professional** references to:

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[APPLY ONLINE HERE](#)



Summary: Under strategic guidance from the Area Agency on Aging Program Director, the Case Manager performs professional work of considerable difficulty in the monitoring and case management of individuals in need of Home and Community based services. Evaluates clients; sets up care plan; educates, counsels, and supervises clients, family members, and others; observes, evaluates, and reports client progress; coordinates physical and psychological assessments of individuals; provides referral and counseling support; maintains records; performs research; prepares reports; performs related work as required or assigned. Exercises independent judgment to assure appropriate services and resources are identified, planned, obtained, provided, recorded, monitored, modified when necessary and/or terminated and that programmatic goals are met.

Essential Job Functions: The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.

- Provides intake and conducts a comprehensive in-home assessment to determine client or caregiver assets, deficits and needs in psycho social and health areas and to determine the need for case management services.
- Assess the individual's strengths based on daily living situation, health, finances/insurance, social supports, leisure/recreational activities, spirituality/religion and develop a service plan in collaboration with the individual or caregiver and other appropriate person.
- Establish and record the individual's or caregiver's goals.
- Determine if the individual or caregiver is eligible to receive services.
- Arrange or facilitate access to one-time only or emergency services needed by the individual or caregiver.
- Develops and implements a service plan listing services recommended and describing the division of tasks between the Case Manager, support network and client; ensures client is referred successfully to all resources listed in the plan and follows up to see that resources are obtained in a timely manner, appropriate to need.
- Identifies and records what services have been chosen to be provided to the individual; how services will be provided and who will provide the service.
- Identifies, records and authorizes when the service plan will begin and end; when specified milestones are to be accomplished and when progress is to be assessed.
- Records referrals made for non-covered services (services other than those authorized). Gives individual seeking services a list of agencies that provide similar services. Coordinates and facilitates the access to and the delivery of services to the individual or caregiver.
- Determines and records the type and quantity of services the individual received; the individual's progress toward established goals; the quality and appropriateness of the services provided, as well as the individual's continued eligibility and need for services.
- Identifies, records and reassesses the service goals and resolves any problems related to the service to assist the individual or caregiver with appeals, hearings, and/or grievances.
- Reviews the service plan every six months and conducts annual reassessment to document significant changes in the client's condition, situation, needs and preferences and where resources are appropriately meeting need; works with community contacts to ensure coordinated service delivery.
- Provides termination planning when the client's support systems are operating adequately to meet client need or the client no longer meets case management target population criteria.
- Maintains accurate, up-to-date and complete records of all client and collateral contact and is responsible for individual monthly and quarterly reporting of necessary client data.
- Identifies problems and or barriers which prevent the receipt of needed services and intercedes on behalf of the individual.
- Follows up with individuals as appropriate to determine if services from other referred service providers have been received by the individual.



- Documents every referral provided to each individual for each identified need; organizes and maintains program files, reports and associated documentation.
- Remains alert for signs of exploitation, abuse and neglect and follows the appropriate reporting requirements. Works with Adult Protective Services and other agencies to resolve abusive or potentially abusive situations.
- Establishes and maintains positive working relationships with AAA service coordinators, service providers, community agencies, and other regional partners.
- Attends/participates in additional case manager trainings and workshops throughout the year.
- Performs outreach activities to raise awareness and increase utilization of AAA Programs and services; participates in community education and prevention programs/activities.
- Adheres to all applicable regulations and program requirements.
- Performs other related duties as assigned.

Desirable Knowledge, Skills, Abilities and Experience:

- General knowledge of federal, state and local laws and regulations governing the program and services.
- Good knowledge of community resources and public health programs.
- Working knowledge of inter-professional relationships in the implementation of services; social, cultural and economic factors of individuals and families as they apply to public health care management.
- Proficiency with the Internet and Microsoft Office (Word, Excel, and PowerPoint).
- Understanding of public sector and nonprofit organizations and ability to quickly understand key programmatic activities and challenges.
- Proven well-developed communication skills including written, verbal, and presentation skills - oral and written communications are clear, concise, and in an organized fashion using appropriate style, grammar and tone.
- Demonstrated ability to perform assignments in a timely manner with strategic guidance and minimal direct supervision and oversight to achieve desired outcomes.
- Demonstrated ability to learn, analyze and synthesize new information quickly and make decisions.
- Demonstrated experience handling multiple assignments and meeting deadlines with attention to accuracy and detail.
- Strong interpersonal skills with ability to develop and sustain effective collaborative working relationships with a variety of persons of various socio-economic and ethnic compositions, community organizations, other staff, and government agencies.
- Ability to work in a team environment and be enthusiastic about being a member of a team.
- Ability to maintain confidentiality of personal information collected from clients and employees.
- Skill in establishing and maintaining effective working relationships with staff, regional partners and the general public.
- Skill in communicating effectively, both orally and in writing, and be able to work as part of a team of service providers on behalf of the individual.
- Skill in interviewing and collecting pertinent information for psychological and environmental assessment; analyzing problems, identifying alternative solutions, projecting consequences of proposed actions, and making recommendations in support of program goals.
- Skill in marketing, conducting outreach activities, promoting programs, services, and educational opportunities, and making public presentations.
- Skill in assessing the outcomes of program initiatives and making recommendations for improvement to ensure compliance with internal and external program requirements.
- Skill in data gathering, preparing a variety of reports related to program activities.
- Ability to maintain confidentiality of personal information collected from clients and employees.
- Ability to maintain excellent public relations, work tactfully, collaboratively, and diplomatically with others.
- Ability to maintain records, prepare reports, and compose correspondence related to the work.
- Proficiency in reading, writing and speaking Spanish preferred.



Education, Experience, and Certifications:

A Bachelor's Degree in social work, sociology, psychology, counseling, nursing or closely related fields; a minimum of 2 years' experience in community based social or health services agency; OR, an equivalent combination of the previously stated experience, education, and training which provides the desired knowledge, skills and abilities of this classification; must possess and maintain a valid Arizona driver's license if position duties require.

Environmental Factors and Conditions/Physical Requirements:

- Essential duties may require that the employee make a minimum of quarterly visits to clients in
- Employees in this classification must be able to function well in stressful situations; and must be willing to establish and maintain effective working relationships with fellow employees.
- This position may also require that the employee perform in-home visits in unsanitary conditions.
- Work is generally performed in a fast paced environment with frequent interruptions and irregularities in the work schedule.
- This position requires community work and travelling to and from various community locations and numerous office sites, occasionally requiring overnight stay, therefore the selected individual in this position must have the ability to travel, which may include operating a motor vehicle, using walkways, stairs, and/or elevators. Must be able to travel to Bisbee, AZ at least one time per month or as needed.
- Ability to lift up to 20 - 50 pounds for short distances.
- Ability to communicate by voice, use sight, and hearing.
- No special coordination beyond that used for normal mobility, operation of conventional office equipment, and handling of everyday objects and materials is needed to perform the job satisfactorily.

Equipment and Tools Utilized:

- Equipment utilized includes computerized and conventional office equipment.
- Operation of motorized vehicles may be required for travel.

Other Requirements:

- Must possess a valid State of Arizona driver's license.
- Must have access to reliable transportation and ability to demonstrate proof of vehicle insurance.
- Must pass a Central Registry Background Check and must possess or be able to obtain a valid fingerprint clearance card that meets Level One requirements as described in A.R.S. §41-1758.07.

Grant Funded:

This is a grant-funded position that has been created to perform the duties and meet the requirements of one or more grants. The position is paid through funds received by SEAGO for administration of the grant. If the funding is withdrawn or significantly reduced, the position may be eliminated and/or the employee will be subject to layoff procedures or a reduced work schedule.

The SouthEastern Arizona Governments Organization provides equal employment opportunities to all applicants without regard to race, color, religion, sex, national origin, age, disability, political affiliation, or veteran status, genetics or any other protected status in accordance with applicable federal laws.