



SouthEastern Arizona Governments Organization

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WEBSITE AD

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 **Cochise County-Bisbee and Naco service area.**

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 posted at www.seago.org. Spanish desired but not required.

Salary Range: \$28,857 to \$40,400

AZ state retirement and health insurance benefits are provided.

See the following pages for full job description or contact Laura Villa at (520) 432-2528 X 208 or lvilla@seago.org, if you have any questions.

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TITLE: Case Manager I

JOB CODE: 225

FLSA: Non-Exempt

PREPARED: June 2021

UPDATED: 3/3/22

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. 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 primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific tasks.

- Complete in-home visits to conduct in-depth assessments of clients' abilities to perform Activities of Daily Living and Instrumental Activities of Daily Living and complete required assessment tool.
- Assess the client's strengths based on daily living situation, health, finance/insurance, social supports, leisure/recreational activities, spirituality/religion, etc.
- Develop a service plan in collaboration with the individual or caregiver and other appropriate persons, identifying the services the individual will receive, the frequency, beginning and end dates of the services, and who will provide the services.
- Establish and record the individual's or caregiver's goals.
Complete additional assessments for the caregiver or non-covered community services, as needed.
- Facilitate the implementation of the service plan by authorizing the services needed, making referrals to appropriate agencies, and documenting actions taken.
- Assist client in transitioning to/from other levels of care (hospital discharges, ALTCS, etc.)
- Monitor the Service Plan, recording the client's progress toward the established goals.
Ensure client files are accurate and updated; maintain required case and program records as required in an accurate and timely manner.
- Maintain confidentiality of all materials and information encountered in the performance of duties.
Provide excellent customer service at all times.
- Participate in community outreach and education events
- Build strong community partnerships with local resources
perform other duties as assigned.

Desirable Knowledge, Skills, Abilities, and Experience:

- Knowledge of the aging process, issues, and health problems associated with aging and disabilities.
- Knowledge of community resources and social service agencies
- Ability to communicate effectively both orally and in writing
- Proficiency in reading, writing, and speaking Spanish is preferred
- Good documentation skills
- Ability to maintain effective working relations with clients, caregivers, co-workers, service providers, and community agencies
- Resiliency in adapting to a variety of situations and individuals while remaining non-judgmental and respectful but with a problem-solving approach

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- Ability to organize tasks, establish priorities and work within time constraints and sometimes limited resources.
- Demonstrated experience handling multiple assignments and meeting deadlines with attention to accuracy and detail
- Ability to work harmoniously in multicultural environments with individuals of diverse backgrounds and ages
- Ability to work independently or with a team with a strong sense of focus and accountability and a clear sense of boundaries
- Proficient with Microsoft Office software (Word, Excel, and PowerPoint)
- Understanding of and commitment to the organization's vision, mission, and values

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 their homes.
- 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 performed in a fast-paced environment with frequent interruptions and irregularities in the work schedule.
- This position requires community work, traveling to and from various community locations, numerous office suites, and occasionally an 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. Office location is in Bisbee must be able to travel to other areas of the SEAGO region as needed.
- Ability to lift 20 - 50 pounds for short distances.
- Ability to communicate by voice, use sight, and hearing.
- No special coordination beyond 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.
- The 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 demonstrate proof of vehicle insurance.
- Must pass a Central Registry Background Check and 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 position is grant-funded and 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 the administration of the grant. If the

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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.

Approvals:

Name:**Title:** Case Manager

Date Signed

Name: Randy Heiss**Title:** Executive Director

Date Signed