



Position: Full-Time Comprehensive Care Coordination Case Aide

Primary Responsibilities: Under the supervision of the Long-Term Services and Supports Program Manager, the Comprehensive Care Coordination Case Aide provides assistance to Comprehensive Care Coordinators in the implementation of services that promote independence and quality of life for older adults. Case Aide also provides administrative support and technical assistance to Comprehensive Care Coordinators in care plan implementation, coordination of services, processing applications and assistance in facilitating ongoing service delivery.

Job Functions:

- Demonstrate knowledge of available services including Community Care Program, Home Delivered Meals, Chore Housekeeping, etc.
- Work cooperatively with care coordinators to ensure timely provision of services to clients.
- Assist care coordinators in obtaining needed services and/or equipment for clients.
- Assist care coordinators in facilitating the implementation of services through timely provider notification.
- Assist in identifying new provider agencies, completing transfers and terminations.
- Assist care coordinators with the completion of benefit applications and with the collection of supporting client documentation.
- Assist care coordinators in completing critical incident reports and follow-up as requested.
- Complete quarterly client contacts via phone and document appropriately in case recording sheets as requested.
- Maintain records and documentation in accordance with department standards.
- Process assessments in data management system CMIS and send to billing in a timely manner.
- Print assessments, organize and assemble client case files.
- Ensure client confidentiality.
- Actively participate in team meetings.
- Perform other duties as assigned.

Minimum Qualifications:

- Minimum of a high school education/diploma or GED required.
- Fluency in both English and Spanish preferred.
- Social service experience preferred.
- Professional, courteous, flexible, team player; responsive and timely in completing assignments.
- Ability to prioritize, multitask, stay organized and work independently in office setting or remotely.
- Excellent verbal and written communication and documentation skills.
- Proficient with computers.
- Availability of an automobile for home visits if needed.