

## **Case Management Coordinator**

### **POSITION SUMMARY:**

Oversee and coordinate case management services for individual clients within the Department of Senior Affairs including completing in-home assessments for frail homebound senior citizens; participate in achieving program goals and objectives and perform a variety of administrative tasks in support of assigned area of responsibility.

*Job descriptions are intended to present a general list of tasks/duties performed by employees within this job classification. Job Descriptions are not intended to reflect all duties performed within the job.*

### **SUPERVISION RECEIVED AND EXERCISED:**

Receive direction from higher level supervisory or management staff.

### **ESSENTIAL AND SUPPLEMENTAL FUNCTIONS:**

**ESSENTIAL FUNCTIONS:** (Essential functions may include, but are not limited to the functions listed below)

1. Oversee and coordinate case management services including providing psychological, health related, functional, social and economic assessments of homebound elderly persons in the community and coordinate the appropriate services, benefits and programs available for these people.
2. Screen potential referrals for case management assessments; complete in-home assessments and reassessments; complete the necessary paperwork for client files.
3. Coordinate and arrange for services identified in the assessment process; complete the necessary paperwork for referrals to appropriate agencies.
4. Maintain records and produce reports concerning new or ongoing programs and program effectiveness; maintain records for client files.
5. Organize, schedule, and implement case management activities and other related programs.
6. Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing case management services and carry out policies and procedures.
7. Recommend and implement modifications to systems and procedures.
8. Ensure program activity compliance with laws, rules and regulations related to provision of in-home care for the elderly and related services.

### **SUPPLEMENTAL FUNCTIONS:**

1. Maintain awareness of new developments in the field of in-home care for the elderly; make recommendations to incorporate new developments as appropriate into programs.
2. Perform related duties and responsibilities as required.

### **MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:**

*Related education and experience may be interchangeable on a year for year basis.*

Associate's degree in sociology, psychology or related field, plus four (4) years case management experience.

### **ADDITIONAL REQUIREMENTS:**

Possession of a New Mexico Driver's License (Class D), or the ability to obtain by date of hire.

Possession of a City Operator's Permit (COP) within 6 months from date of hire.

### **PREFERRED KNOWLEDGE:**

- Basic operations, services and activities of a home care program
- Principles and practices of case management
- Principles and practices of social work and psychology
- Office equipment including computers
- Pertinent Federal, State, and local laws, codes and safety regulations

### **PREFERRED SKILLS AND ABILITY:**

- Coordinate and direct in-home programs for the elderly
- Recommend goals and objectives

- Perform in-home health related, functional, social and economic assessments
- Prepare clear and concise assessments
- Operate office equipment including computers
- Interpret and explain City policies and procedures
- Allocate limited resources in a cost effective manner
- Communicate clearly and concisely
- Perform the essential functions of the job with or without reasonable accommodation
- Establish and maintain effective working relationships with those contacted in the course of work including the general public

**WORKING CONDITIONS:**

**Environmental:**

Office and field environment; travel from site to site; exposure to computer screens, noise, inclement weather conditions.

**Physical:**

Essential and supplemental functions may require maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time; light lifting and carrying; operating motorized equipment and vehicles.