



ALTCEW JOB POSTING | 4/14/22

Position Title: Case Manager Assistant

This is a unique opportunity to be involved in a progressive and positive work environment where employee engagement is fostered throughout the employee experience. The individual chosen has a great opportunity to learn and grow professionally, in our rapidly growing agency.

Our Mission: As an Area Agency on Aging we promote well-being, independence, dignity, and choice for older persons and all individuals needing long-term care in our five-county area.

Benefits and Well-Being: This position is full time at 37.5 hours per week. We provide a hybrid (remote and in-office) work environment. We offer a wide variety of benefits including medical, dental, vision, long-term disability and life insurance. Generous paid vacation and sick leave, 12 paid holidays, 3 self-care days, Washington Department of Retirement Systems pension/retirement plan and FSA accounts and an Employ Assistance Program.

Our Culture: Our agency possesses a positive, welcoming environment. We provide a variety of wellness services, foster employee engagement through peer recognition and regular staff social activities, and pursue diversity initiatives. Our employee assistance programs foster health and well-being. Employees are regularly offered opportunities to socialize together, and volunteer in the community.

Position Overview:

This position involves a variety of duties to support case managers to gather, document and manage IP and client information using various computer platforms. This position reports to a Case Manager Supervisor.

Essential Functions and Responsibilities include the following:

- Assist case managers in gathering information through telephone and in-home contacts, including 30-day home visits to procure signatures on documents.
- Assist case managers with the completion of forms and paperwork including electronic transmission of documents to Agency and independent providers.
- Assist case managers with implementation and monitoring of service plans by collecting information from independent providers and recording it in the appropriate system.

- Document client/individual provider contacts in the electronic record at the direction of case manager.
- Authorization of services using the ProviderOne system at the direction of case manager.
- Assists Case manager in gathering information to match individual providers with clients.
- Maintain case management general forms inventory; dispatches mail or other documents as needed or directed.
- Perform data entry, query data and run data reports.
- Conduct contacts with clients using monitoring questionnaires.
- Assist with quality assurance activities.

Environmental Factors

Ability to drive to home visits as needed using personal vehicle. Driving required averages approximately 20- 50 miles per month depending on client needs. Ability to work on computers and use the telephone for long stretches of the day, frequent typing for up to 5 hours per day. Utilizes speech, visual, and hearing skills sufficient to interact with staff and the public. Must have finger dexterity to input data. Constant sitting while documenting. Occasional periods of writing. Infrequent bending, stretching and lifting. Must have the ability to lift 15 pounds on a rare basis (to carry computer case with laptop and files on home visits).

Skills, Knowledge and Abilities

Basic skills in MS Word, Excel, Access and Outlook. Proficient oral communication skills. Compassion for elders and the disabled, and their care.

Minimum Qualifications

AA Degree preferably related to social services or some post High School education with minimum of one year of related experience; or High School Diploma/GED and two years volunteer or paid experience working with elders and/or disabled individuals; Bi-lingual proficiency in Russian / Ukrainian preferred. Must pass a criminal background check. Must have and maintain a valid driver's license.

Beginning Salary: \$36,557.

Closing Date: Thursday, April 28th.

Diverse applicants encouraged to apply