

JOB DESCRIPTION
COMMUNITY CASE COORDINATOR

DEFINITION: This is paraprofessional work assisting care management staff and helping aged consumers. Work involves aiding Care Managers with obtaining necessary documentation and coordinating the delivery of services to consumers. This position will also serve as a backup to the Intake Worker position and will perform significant support functions for the Family Caregiver Support Program (FCSP). The essential functions of this position are underlined throughout this job description.

POSITION TO WHICH DIRECTLY RESPONSIBLE: Assessment Supervisor

DUTIES AND RESPONSIBILITIES: Using the abilities to read, write, speak, hear, and to travel throughout the County, the employee is responsible to:

- Assist consumers in the office and in their homes to complete applications for property tax and rent rebates, fuel assistance, PACE, FCSP, and other programs, as needed.
- Assist consumers and Care Managers to obtain income verification and documentation.
- Make appropriate notations in consumer records and input required consumer information into the assigned computer database.
- Provide FCSP benefits counseling, as assigned.
- Facilitate the initiation of FCSP services for new caregivers by assisting with form completion and submission, arranging for needed services and obtaining supplies, and educating consumers on program procedures and parameters.
- Complete two-week follow-ups for new FCSP and Options Capped/NFCE consumers.
- Supply FCSP forms, as needed, to FCSP caregivers.
- Review submitted FCSP reimbursement requests for accuracy and completeness and forward them to the Fiscal Department.
- Reconcile incorrect receipt submissions for FCSP.
- Prompt caregiver submission of receipts for FCSP, as needed.
- As directed by the consumer care plan, assist with completing written applications for FCSP home modifications/adaptive devices; obtain supervisory approval or disapproval of requests; notify consumer of status and complete appropriate follow-up.
- Maintain an accurate and updated listing of area support groups for FCSP Caregivers.
- Assist with and facilitate FCSP caregiver education and training by completing tasks such as, maintaining an educational resource library for use by caregivers, coordinating the review of educational videotapes by individual caregivers in their homes, and seeking out additional resources as needed such as brochures, books, on-line resources, videos, and training sessions.
- Complete and submit monthly reports in an accurate and timely manner.
- Verify status of MOW consumers on the 6 week pause list.
- Complete routine service authorizations for Options Capped/NFCE personal care pauses.

- Serve as back up for Intake Worker by performing such duties as:
 - o Receive requests for assistance and/or agency services from callers or walk-ins.
 - o Interview persons requesting services or assistance to obtain a thorough understanding of the problems presented.
 - o Complete intake forms including Protective Service Reports of Need
 - o Maintain records of intakes completed.
- Attend Adult CPR and Basic First Aid training according to established American Heart Association and/or American Red Cross guidelines.
- Perform other related duties as assigned.

REQUIRED KNOWLEDGES, SKILLS AND ABILITIES:

- Must possess a valid driver's license and current vehicle insurance coverage (minimum of liability coverage).
- Ability to communicate effectively, both orally and in writing.
- Can read, speak, write and understand the English language at an advanced level with the ability to compile data, prepare accurate applications, and compose correspondence.
- Must possess good active listening skills and the ability to digest and organize information.
- Basic knowledge of current social, economic, and health problems of older persons, as well as available resources for meeting their needs.
- Ability to deal competently, sensitively, and tactfully with persons requesting services and assistance.
- Ability to establish and maintain constructive working relationships with other Agency staff and service providers.
- Ability to maintain composure, control anger, and avoid aggressive behavior, even in very difficult situations.
- Ability to identify and select appropriate training/instructional methods based on the developmental level of persons requesting assistance.
- Ability to organize work in a manner that insures smooth processing and accomplishment of priority items on schedule.
- Ability to plan and schedule appointments throughout the county in an efficient and cost-effective manner.
- Knowledge of intermediate arithmetic calculations and ability to use its application including basic understanding of accounting functions and accounting forms.

The physical demands and work environment sections described below are representative of those that an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS:

- Specific vision abilities required by this job include: frequent use of near- and mid-vision and depth perception; and occasional use of far- and peripheral vision.
- The employee may occasionally lift and/or move up to 15 pounds.
- The employee is frequently required to: hear; talk; reach with hands and arms; and grasp items.
- The employee may be required to occasionally walk; ambulate up/down steps while carrying equipment or records; and drive.

WORK ENVIRONMENT:

- The employee may be exposed to wet or slippery conditions while performing consumer home visits.
- While performing the duties of this position, the employee may drive and be exposed to changing weather conditions.

MINIMUM EXPERIENCE AND TRAINING:

Post-secondary education and experience with completion of either an approved field placement or one year successful employment in a health care or human services setting; OR

High school graduate and one year's experience working with people from diverse backgrounds, preferably in a social services setting; OR

Equivalent combinations of education and experience may be considered at the Agency's sole discretion.