




## JOB DESCRIPTION

<b>POSITION TITLE</b>	AAA Case Manager	<b>DEPARTMENT</b>	Area Agency on Aging (AAA)
<b>JOB CODE</b>	2130	<b>REPORTS TO</b>	Deputy Director
<b>SALARY GRADE</b>	49	<b>FLSA STATUS</b>	Non-Exempt, Hourly
<b>REVISION DATE</b>	6/15/2020	<b>APPROVED BY</b>	

### THE WACOG DIFFERENCE

Western Arizona Council of Governments (WACOG) recognizes and appreciates the strengths of our workforce. We strive to provide a professional and supportive environment where employees can achieve their career goals. The WACOG workforce is encouraged to focus on their strengths and abilities to reach their full potential.

WACOG is the Area Agency on Aging for Mohave, La Paz and Yuma Counties that focuses on helping older adults, adults with disabilities, and their family caregivers to live with dignity and independence in their homes and communities for as long as possible. As a leader in quality care coordination and caregiver programs in the area, WACOG is a champion of evidence-based and evidence-informed practices that help older adults maximize their quality of life as they age.

### SUMMARY STATEMENT

Under general supervision, provide assistance to clients and their caregivers to maintain their independence and maintain their safety while displaying a positive and professional image.

### ESSENTIAL DUTIES AND RESPONSIBILITIES Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

- 1) Perform in-home needs assessment, verify eligibility, and develop client assistance plan.
- 2) Collaborate with WACOG staff and providers to ensure services are provided and follow-up as needed.
- 3) Act as a liaison between client and community agencies; promote services, educate clients, encourage utilization of available services, and assist in completing applications for these services which may include State Health Insurance Assistance Program (SHIP).
- 4) Prepare and maintain current and accurate files, enter data and/or download client data into relevant software programs.
- 5) Perform thorough periodic reviews and assessments in a timely manner for the continuum of care.
- 6) Create, maintain, and submit regular reports such as vehicle and log sheets.
- 7) Actively participate in trainings and meetings; facilitate caregiver support group as needed.
- 8) Provide professional customer service to clients, area agencies and other WACOG staff to provide efficient services, address questions, and handle concerns.
- 9) Travel within WACOG service area, including overnight stays as needed; additional travel maybe required.
- 10) Maintain regular and punctual attendance; work outside of standard business hours as needed.
- 11) Utilize tact and discretion to maintain confidentiality; project a positive and professional image of WACOG at all times.
- 12) Other duties as assigned or required of the position.

**KNOWLEDGE/SKILLS/ABILITIES (KSAs)** The individual who holds this position must be able to perform the essential duties and responsibilities satisfactorily. The KSAs listed below are representative of the knowledge, skills, and/or abilities needed for satisfactory performance.

- Working knowledge of community resources
- Ability to navigate through relevant software programs and proficiency in Microsoft Office products
- Knowledge of working with disabled, senior, and low-income individuals in a community setting
- Ability to counsel clients on a variety of topics including resources, services, and care management
- Organizational skills to be able to self-manage, multitask, and prioritize assigned work
- Knowledge of diversity and the acceptance and ability to adjust approach accordingly
- Ability to think creatively to determine the best source of assistance for clients' individual needs
- Ability to learn medical acronyms

**REQUIRED EDUCATION AND EXPERIENCE**

Bachelor's degree in social work, psychology, counseling, nursing, or other closely related fields, or  
Two years experience in social or health services.

**PREFERRED EDUCATION AND EXPERIENCE**

Minimum of five years social work experience working with seniors and disabled individuals

**OTHER REQUIREMENTS**

Minimum 21 years of age  
Valid Arizona Driver License  
MVR Report of Acceptable Driving Record  
Proof of Vehicle Liability Insurance  
CPR and 1<sup>st</sup> Aid Certification  
Current AZ DPS Fingerprint Clearance Card/ Criminal History Affidavit/Central Registry Background Check  
Comfortable working in a fast-paced, high-energy environment  
(Ability to secure and maintain a driver's license valid in the state of Arizona, or an acceptable alternative means of transportation. May be required to drive an agency vehicle. Employees authorized to operate a private vehicle for WACOG business are required to carry liability insurance minimums. For purposes of vehicle insurance, minimum 21 years of age.)

**WORK ENVIRONMENT**

The work environments are representative of those an employee encounters while performing the essential duties and responsibilities of this job.

- Required to make frequent trips off-site by motor vehicle within the WACOG service area.
- May work with the public in home, office, or center environments that may risk exposure to irrational/hostile behavior, contagious diseases, or contact with domestic animals.

**PHYSICAL DEMANDS**

The physical demands are representative of those that must be met by an employee to successfully perform the essential duties and responsibilities of this job.

- Frequent sitting, standing, and walking.
- Manual dexterity sufficient to handle/feel/reach with hands and arms to operate standard office equipment.
- Vision ability to include close vision, distance vision, and ability to adjust focus.
- May require lifting or moving objects typical of an office environment.

**DISCLOSURES AND ACKNOWLEDGEMENTS**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

WACOG provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age, disability, or genetics. In addition to federal law requirements, WACOG complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, appointment transition including promotion, training, termination, layoff, reinstatement, leaves of absence, compensation, and benefits.

WACOG expressly prohibits any form of workplace harassment based on race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age, disability, genetics, or veteran status. Improper interference with the ability of WACOG's employees to perform their job duties may result in discipline up to and including discharge.

I acknowledge that I have read and understand my assigned job description, and I am able to perform the essential duties and responsibilities of the position with or without reasonable accommodation. I understand that the job description does not constitute an employment agreement and is subject to change at any time by the

employer. I also understand that employment with WACOG is terminable at will, either by me or by WACOG, and, all positions at WACOG are grant funded and subject to termination if funding is withdrawn or decreased.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Printed Name: \_\_\_\_\_