

**CLASSIFICATION SPECIFICATION
LEWIS-MASON-THURSTON AREA AGENCY ON AGING**

CASE AIDE

GENERAL DESCRIPTION

The role of the Case Aide is to assist the Case Manager in implementing and monitoring client service plans by accomplishing specific tasks under the Case Manager's direction.

This class specification reflects the general concept and intent of the classification and should not be construed as a detailed statement of all the work requirements that may be inherent in a position.

ESSENTIAL JOB FUNCTIONS

Assists in the implementation and monitoring of client service plans, including referrals to services, maintaining client follow-up contact by phone or in-person, obtaining information from or giving information to clients, their families and collateral contacts, and completing forms and applications.

Completes paperwork for Planned Action Notices to clients, Special Assistance Fund requests, Title IIF Home Modification requests, Flex Rate and Other ETP requests, and Individual Provider contracts.

Enters data into the DSHS Social Services Payment System to authorize payment for client services.

Maintains client records and submits reports as required.

Explains client rights and responsibilities.

Coordinates with other agencies.

OTHER JOB FUNCTIONS

Provides Information and Assistance activities at nutrition and senior centers.

Participates in meetings and trainings as required and appropriate.

Performs other duties and special projects as assigned.

DISTINGUISHING FEATURES

Works within established guidelines and procedures, often under the direction of a Case Manager.

WORKING CONDITIONS

Work is performed both in the office and in client homes. May be exposed to allergens and irritants in client homes.

LMTAAA is a non-smoking environment.

Uses close vision to read records and documents and to work at a computer.

APPLICANT PREREQUISITES

Sufficient mobility is required for the use of office equipment such as computers, telephones, files and the copier. Sitting for extended periods of time as well as lifting a maximum of 30 pounds (files storage boxes, supplies, etc.) may be required at times.

Ability to hear and communicate at a level sufficient to perform the essential functions of the position. Must have vision sufficient to read records and documents.

Requires a Washington State Drivers License and a legally licensed and insured vehicle.

Ability to communicate effectively, both orally and in writing, in a manner appropriate for the purpose and parties addressed.

Ability to read, write, speak and interpret information in English.

Ability to learn and master new job responsibilities and tasks.

Ability to work effectively and cooperatively as a member of a team to establish and maintain effective working relationships with co-workers, community agencies, and members of the general public using courtesy and tact.

Ability to exercise sound judgment and problem solving skills.

Ability to work with computers and various computer software programs.

Ability to manage several tasks concurrently.

EDUCATION AND EXPERIENCE

Bachelor's degree in a relevant field and two years of experience providing direct human services; or

Two years of college level courses in a relevant field and at least four years of experience in providing direct human services.

LEWIS-MASON-THURSTON AREA AGENCY ON AGING IS AN EQUAL OPPORTUNITY EMPLOYER AND IS COMMITTED TO WORKING WITH ITS EMPLOYEES TO REASONABLY ACCOMMODATE THEM WITH THE PHYSICAL ASPECTS OF A POSITION. QUALIFIED APPLICANTS ARE CONSIDERED FOR EMPLOYMENT WITHOUT REGARD TO RACE, CREED, RELIGION, COLOR, AGE, SEX, NATIONAL ORIGIN, MARITAL STATUS, VETERAN STATUS, SEXUAL ORIENTATION, OR THE PRESENCE OF ANY SENSORY, MENTAL, OR PHYSICAL HANDICAP.