



## **Job Description & Classification Specification Lewis Mason Thurston Area Agency on Aging**

### **FAMILY CAREGIVER SUPPORT PROGRAM and INFORMATION & ASSISTANCE CASE AIDE**

FLSA Status: Overtime Eligible/Non-Exempt  
2019 Salary Range: \$3,159 - \$4,201 per month  
Reports To: Access Services Supervisor  
Supervisory Responsibilities: No

#### **JOB OVERVIEW**

The role of the Case Aide is to assist both the Family Caregiver Support and Information and Assistance Programs. Assist the Resource Managers with client enrollment, phone contacts and monitoring client screenings and accomplishing other specific tasks under the Resource Manager's direction. The role also assists Information & Assistance staff by documenting, reporting and helping older or disabled adults with information and resources.

#### **ESSENTIAL JOB FUNCTIONS & RESPONSIBILITIES**

- Makes contact with FCSP program clients via phone or in-person, providing program information and needs using Person Centered Thinking techniques and entering demographics and essential information into program specific databases. May also provide and document Tailored CARE (TCARE) screenings. Maintain 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 to Family Caregiver Support Program, Mac/Tsoa Demonstration or I&A services.
- Will answer, return or make calls to assist older or disabled adults and document in the appropriate database. May assist Information & Assistance Specialists on outreach to community events and health fairs.
- Completes paperwork and data entry for appropriate program databases.

- Enters client data into the DSHS Provider One, Barcode, CLC/GetCare and TCARE systems for authorization, client entry and data collection.
- Maintains client records and submits reports as required.
- Explains client rights and responsibilities.
- Coordinates with other community agencies.

## **SUPERVISION**

This position does not have any supervisory responsibilities.

## **CORE COMPETENCIES & JOB REQUIREMENTS**

- Ability to understand federal, state, and local rules, regulations and guidelines pertaining to Medicaid and non-Medicaid programs, and other commonly used services.
- 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.
- Demonstrated skills in interviewing, objective analysis, problem solving, and documentation of activities.
- Ability to organize and manage own workload in an efficient and effective manner.
- Ability to learn and master new job responsibilities.
- 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 including data entry.
- Ability to manage several tasks concurrently.

- Current automobile insurance and a car available for work-related travel.
- Successfully pass a background check according to DSHS/ALTSA and agency policies

## **EDUCATION & EXPERIENCE MINIMUM**

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.

## **CERTIFICATES & LICENSES**

Has or can obtain a current and valid Washington State Driver's License.

## **WORKING CONDITIONS**

Work is performed indoors in an office environment, usually weekdays between the hours of 8:00 AM and 5:00 PM. Travel is required within Lewis, Mason and Thurston counties and occasionally to other parts of the state.

LMTAAA office is a non-smoking environment.

## **DISCLAIMERS**

*The statements contained herein reflect general details as necessary to describe the essential functions and core competencies of this position, the level of knowledge and skill typically required and the scope of responsibility. This job description, while comprehensive, should not be considered an all-inclusive listing of work requirements or tasks. Individuals may perform other duties as assigned.*

**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.**

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