



Area Agency on Aging

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

CASE AIDE

FLSA Status: Overtime Eligible/Non-Exempt
2024 Salary Range: \$45,557 to \$60,585 Annually
Reports To: Case Management Supervisor
Supervisory Responsibilities: No

GENERAL DESCRIPTION

The role of the Case Aide is to assist the Case Management team by; implementing and monitoring client service plans and providing administrative support and activities for other agency programs as needed.

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, Environmental Modification requests, and Equipment requests.
- Maintains client records and submits reports as required.
- Explains client rights and responsibilities.
- Coordinates with other agencies.

OTHER JOB FUNCTIONS

- Participates in meetings and trainings as required and appropriate.
- Performs other duties and special projects as assigned.
- Provides back-up to other staff as needed and/or requested.

DISTINGUISHING FEATURES

- Works within established guidelines and procedures.

WORKING CONDITIONS

- Work is performed both in the office and in client homes. May be exposed to allergens and irritants in client homes.
- This position requires an ability to perform office functions in a hybrid work model, which includes working two days per work week in a designated Agency office and the remainder of the week in a designated home office. Work is performed indoors in an office environment, usually weekdays between the hours of 8:00 AM and 5:00 PM.
- Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions of this position.

APPLICANT PREREQUISITES

- Valid/current WA State Driver's License with current automobile insurance.
- Ability to understand federal, state, and local rules, regulations and guidelines pertaining to State core, 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.
- Ability to manage several tasks concurrently.
- Successfully pass a background check according to DSHS/ALTSA and agency policies

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.

DISCLAIMER

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.

This Agency 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, or any other protected characteristic as outlined by federal, state, or local laws.