Tempe Community Action Agency

CASE AIDE (All Programs)
Job Description

Purpose:
The position performs tasks that are supportive in nature to program staff and program participants. The Case Aide handles phone-based and in-person participant service requests, reservations, scheduling, case file documentation, and data entry, and assists team members in delivery of human services programming. The employee responds to participant inquiries and monitors the fulfillment of service requests to help ensure their needs are met according to case plans and in a timely and satisfactory manner. At the direction of the Program Manager, the position may also conduct home visits and/or deliveries in support of case management services.

Essential Functions:
Duties include, but are not limited to the following:

Customer Service

- Greet visitors and respond to incoming and outgoing calls
- Assist with intakes, service requests or change orders
- Verify participant eligibility and authorizations for the requested service(s)
- Perform accurate and timely data entry using assigned data management systems
    - Record service requests, noting any special consideration regarding the participant, service request, or property details
    - Verify participant and account data by reviewing, correcting, deleting, or reentering data in a timely manner
- Prepare new client packets
- Maintain accurate and timely paper documentation
- Provide individuals with program information, respond to questions, provide referrals to internal and external resources, and coordinate access to community resources
- Communicate service requests and related issues to the Sr. Program Manager
- Maintain office and workspace cleanliness and organization, restock supplies as needed

Case Management Support

- Receive and respond in a timely manner to calls and inquiries from enrolled participants
- Coordinate service requests for participants, involving contract, community, and volunteer service provider(s); document service requests, track service fulfillment, and identify gaps or unmet needs
- Serve as back up driver when necessary and as assigned by Program Manager
- Conduct phone/in-person contacts with participants upon request by case manager/ Program Manager
- Provide participants with program information, respond to questions and provide community resource referrals to internal and external resources as appropriate
- Record case notes for all participant interactions in hard copy and data management system
- Scan and upload documents relating to case records
- Assist participants with completion of program forms, including collection of necessary documents
- Provide additional support during scheduled activities and large events at various facilities

General Requirements:

- Adhere to agency and contract standards and requirements
- Assist with other duties as needed and appropriately assigned
- Provide excellent participant service and exhibit respectful, professional conduct in all communications including in-person, written, and via technology. This includes good working

communication with team members, the ability to set appropriate professional boundaries, to respond to and manage conflict that may arise, and always maintain a positive, participant-oriented attitude.

- Maintain an established work schedule, including a level of self-direction and responsibility

Qualifications:

- Knowledge of and sensitivity to culture and socioeconomic characteristics of people from backgrounds of disadvantage
- Passionate about delivering quality service and making a difference in the participant experience
- Demonstrated capability of working in high call/traffic volume settings
- Must be courteous with strong customer service orientation
- Effective skills in the logistics of organizing and scheduling
- Excellent multitasking abilities required
- Quick typing skills and intermediate MSOffice and database experience required
- Bilingual English/Spanish desired
- Able to lift up to 40lbs

Education/Experience:

- Minimum of one year related and responsible work history in a human service setting indicating dependability, initiative, flexibility and ability to follow directions
- Possess a high school diploma or GED equivalent

License and Certification:

- Possess Arizona Driver's License and a vehicle to use in performance of job if needed
- Upon hiring, ability to obtain DPS Level One Fingerprint clearance card, and Adult Protective Service and Central Registry Clearance.
- Maricopa County Food Handlers Card may be required after hiring.

Status: Fulltime, non-exempt, benefits eligible, with not less than 30 hours per week

Compensation: $16 per hour

Benefits:
TCAA is committed to providing a robust benefit package to complement compensation. This package includes paid holidays, vacation and sick time accrual that increases with tenure, medical, dental and vision insurance, life insurance, disability benefits, health savings account, and retirement. Additionally, TCAA pays 100% of the employee premium for the medical insurance plans for benefits eligible employees.

TCAA is an Equal Opportunity Employer