



Senior Independence Case Manager Job Description

This position is responsible for conducting case management assessments, developing individual service plans, and assisting enrolled older adults with significant barriers to living independently in their own home. He or she will identify and work directly with individuals 55 and older who have significant challenges remaining independent at home as they age.

The position provides services at Tempe Senior Centers, other community locations, and in the homes of program clients. The Case Manager coordinates the delivery of support services for clients such as medical, legal and ancillary to remove potential obstacles, prevent isolation, and enhance the potential for client success. Monitors client progress towards achieving service plan goals, conducts regular plan reviews and adjusts as necessary. This is an active and fast-paced role.

Essential Functions:

Identify vulnerable older adults and coordinate an effective and individualized case plan:

- Conduct in-depth intake interview
- Evaluate and determine enrollment priority
- Develop an individualized case plan with each client
- Educate and assist client with enrollment into public benefits
- Review case plan with client; provide resource information, referrals, and direction
- Provide referrals for inappropriate applicants to other, more appropriate community agencies and institutions
- Conduct monthly and ad-hoc follow-up sessions with clients to assess progress and facilitate success in achieving their case plan goals
- Interact with extended family to assist client in addressing barriers and attaining case plan goals
- Maintain timely and accurate records in program data management system

Coordinate delivery of social and other supports through volunteers:

- Help arrange appointments and other resources for clients
- Monitor clients' service requests in the task management system and work with Volunteer Coordinator to ensure service requests are fulfilled in a timely manner
- Ensure service requests follow program guidelines

Coordinate delivery of other supports through TCAA programs and public and community programs:

- Seek out resources for seniors
- Collaborate with other service providers to expedite opportunities for clients
- Assist client in obtaining forms, completing applications and paperwork, and contacting providers with and on behalf of client
- Develop and maintain relationships with outside agencies to which clients can be referred
- Attend community events to identify needs and offer services as assigned by Manager
- Coordinate delivery of services through other TCAA Programs

Other Duties:

- Coordinate, plan, and identify social activities to address loneliness and isolation

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- Perform community outreach, prepare/disseminate program brochures and flyers throughout the community
- Serve as a backup driver for group and individual transportation needs when volunteers are unavailable
- Build and maintain relationships with internal and external partners
- Attend inter-agency meetings and conference as needed and required
- Demonstrate professionalism, compassion, and sensitivity in all interactions with participants
- Meet contract and grant performance requirements and applicable health and safety standards
- Maintain records of all client interactions and services
- Perform other duties as required.

Position Qualifications

Required:

- Bachelor's degree in social or behavioral science or related field and one-year of directly related experience
- Responsible work history indicating dependability, initiative, flexibility and ability to follow directions
- Strong knowledge of 55+ resources
- Must have Arizona Level One Fingerprint Clearance Card and CPR/FA Certificate or apply upon receipt of offer of employment
- Valid AZ Driver License and a driving record that meets agency standards. Must have reliable transportation. Proof of insurance is required.
- Intermediate to advanced proficiency in Word, Excel and Outlook. Data entry skills.

Preferred:

- Bi-lingual in English and Spanish.
- Gerontology certification.
- Knowledge of and sensitivity to the needs of older adults and adults with disabilities
- Able to relate to and build positive connections with older adults, be comfortable working in community and home settings, and work independently and within a team environment
- Able to communicate clearly and effectively in many mediums: email, verbally, on the phone, in writing, and with body language. Includes listening skills and ability to follow directions and provide feedback. Confidence and professionalism in presentation skills. Able to represent the organization in the community.
- Possesses a fundamental understanding of current issues and challenges facing the target population including sensitivity to racial equity/diversity

Status:

Full time/Non-exempt, 40 hours/week. Monday – Friday 8 AM to 5 PM, subject to variation.

Benefits:

TCAA is committed to providing a robust additional 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.

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