



Job Description

Position Title: Case Aide

FLSA: Non-exempt

Range: 16

(\$46,896 - \$64,644 annually on a 14-step range; candidates typically start at first step)

Reports to: Case Management Supervisor

Supervisory Responsibilities: None

SUMMARY:

Responsible for information, coordination and administrative duties in support of the Agency's case management function to assist clients 18 and older with disabilities and their caregivers to ensure the proper and timely delivery of long-term care services. Responsibilities include, but are not limited to, managing requests for CFC waiver services, and completing administrative case management functions as assigned.

ESSENTIAL FUNCTIONS:

- Provides information and referral to clients, case managers, case manager supervisors, providers, and contractors, over the phone, email and in person.
- Responds to work requests for acquisition of approved equipment and environmental modifications.
- Reviews incoming and outgoing files and authorizations for accuracy.
- Authorizes payment for services rendered by contractors.
- Requests, reviews, and follows bid invitations from beginning to end.
- Creates purchase orders for approved goods and services.
- Maintains accurate and up-to-date records in databases and spreadsheets and files.
- Completes mailings; filing; data entry, and general office tasks.
- Conducts research as needed to respond to questions and inquiries.
- Responsible for records retention and archiving.
- Monitor the TXIX CM phone line, including listening, responding and/or triaging situations with the assigned CM(s).
- Back-up reception during breaks, lunches, and other shifts as needed.

Knowledge, Skills, and Abilities:

- Knowledge of community resources for the elderly, disabled adults, and caregivers.
- Ability to identify problems, develop solutions, and provide a high level of customer service.
- Ability to travel to and from client's homes and other community agencies which might not be ADA accessible.

- Ability to work effectively as a team member with a wide range of diverse staff, clients, and providers and to establish and maintain effective working relationships.
- Ability to communicate verbally in the English language in face-to-face one-on-one settings, in group settings, by personal computer, or using a telephone.
- Ability to produce written documents with clearly organized thoughts using proper English sentence construction, punctuation, and grammar.
- Computer and software skills; ability to operate general office equipment; work at a desk using phone and computer for up to eight hours a day.

Minimum Qualifications:

- Two years of college level courses in a relevant field and at least two years experience providing direct human services. OR
- Consideration may be given to a relevant combination of both education and experience.
- Possession of a valid driver's license and minimum state-required vehicle insurance and have use of reliable transportation.

Working Conditions and Physical Effort:

- While performing visits in varied community environments, the employee travels by automobile and is exposed to changing weather conditions.
- Work is normally performed in a typical interior/office work environment.
- While performing the duties of this position, the employee is regularly required to talk, hear, stand, walk, sit, use hand to finger, handle or feel objects, tools, or controls, and reach with hands or arms. The employee occasionally lifts or moves up to 20 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Revised Date: September 5, 2024

The statements contained herein reflect general details as necessary to describe the essential functions of this job, the level of knowledge and skill typically required and the scope of responsibility but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload.