
JOB DESCRIPTION

JOB TITLE: Case Aide
PROGRAM: Supportive Services
REPORTS TO: Senior Services Manager

DEPARTMENT: Senior Services
STATUS: Full-Time; Non-Exempt
HOURS PER WEEK: 40

POSITION SUMMARY:

Under the supervision of the Senior Services Manager, performs support activities related to Senior Supportive Services.

DUTIES AND RESPONSIBILITIES:

- Conduct initial intake/screen for potential care management and home based care clients
- Maintain central intake log to track referrals
- Complete follow up calls as needed with clients/families/referral sources
- Document daily activities
- Provide information and referral
- Complete clerical duties
- Provide information to agency “walk-ins”
- Assist Home-Based Care Coordinator as needed
- Perform data entry; enter client information into database

KNOWLEDGE, SKILLS, AND ABILITIES:

- Experience working with senior citizens highly desirable; knowledge of MSOffice programs (Word, Excel, Outlook).
- **Skills:** Preferred Bilingual (English/Spanish); ability to use a copy machine, fax machine, and personal computer for data input; excellent verbal and written communication.

EDUCATION AND EXPERIENCE:

- 2 years’ experience working with older adults providing care management, assessments, or phone screening desirable. Social Work coursework or Gerontology coursework preferred. High school diploma, preferred, but not required.

LICENSING/CERTIFICATION REQUIREMENTS:

- Some driving is required. Must provide own vehicle, valid California driver’s license and proof of liability insurance.
- Negative tuberculosis screen (required).
- Must pass criminal background check via Live Scan (Fingerprinting).

WORK ENVIRONMENT/PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job or that an employee encounters while performing the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Case Aide's work location is in Bell Gardens or Monrovia, California, offices with some travel throughout Los Angeles County; a portion of the job duties are performed out in the community visiting one to multiple clients in any given day to check on their safety and welfare and to perform assessments in the home; the employee may need to sit or stand for short or long periods accordingly to home environment and/or due to assessment, As well as, stair and hill climbing accordingly.

The employee will complete paperwork in the office as required; the location has moderate noise levels and is a non-smoking environment; employee must climb up one flight of stairs, and occasionally lift and/or move up to 25 pounds.

Human Services Association is an Equal Opportunity Employer and is committed to complying with all applicable laws providing equal employment opportunities. In addition, we complete criminal background checks via Live Scan method (fingerprinting) on all new hire employees.