



NORTH CENTRAL NEW MEXICO ECONOMIC DEVELOPMENT DISTRICT

Job Posting

JOB TITLE: Lead Case Manager, Non-Metro Area Agency on Aging

RANGE SALARY: \$50,000 - \$60,000

JOB DESCRIPTION: The Lead Case Manager position is responsible for oversight of Non-Metro AAA's Case Management Program, which identifies and works directly with older adults (60+) who have significant challenges remaining independent at home as they age. This position will develop and implement program requirements, assure program compliance, oversee and coordinate case managers, and assist with case management duties including in-home assessments, individualized care plans, and assisting clients/caregivers to obtain needed services and supports.

DUTIES & RESPONSIBILITIES

Duty	Percent of total
Conduct in-home case management assessments and reassessments and develop individual care plans	50%
Provide program oversight and coordination of the case management services	40%
Maintain timely and accurate records in program data management system	10%

This position requires a highly motivated and responsible individual with excellent interpersonal and time management skills. Close and effective working relationships with older adult clients and their family members, caregivers, service providers, and the public are required. Excellent customer service and communication skills are required. This position requires frequent travel throughout the Planning and Service Areas.

EXAMPLES OF WORK PERFORMED

- Provide daily oversight for the case management team including, but not limited to, guidance related to service delivery and documentation, maintaining compliance with regulatory standards, appropriately managing caseloads, and coordinating schedules.
- Provide case management expertise to case managers including, but not limited to, assessments, treatment planning, supportive counseling, linking to community resources, monitoring progress, collaboration with other providers, and care coordination.
- Assure case manager and program compliance with required reporting, data entry, and quality control.
- Conduct in-depth assessments of identified vulnerable clients to determine the level of care needed for the client to remain living safely at home.
- Develop, implement, and follow up on individualized care plan for each client.
- Assure that the care plan is client centered and equitable.
- Review care plan with client and/or caregiver, provide resource information, referrals, and direction.
- Assist client in obtaining forms, completing applications and paperwork, and contacting providers with and on behalf of client and/or caregiver.
- Educate and assist client with enrollment of public benefits, including but not limited to

Medicaid, Medicare, and Medicare Advantage Plans.

- Work with various organizations to assist with transition of care and/or services, such as hospital discharge planning and Adult Protective Services.
- Provide referrals for inappropriate applicants to other, more appropriate community agencies and resources.
- Conduct scheduled or as needed follow up assessments with clients to assess progress and facilitate success in care plan goals.
- Interact with family and/or caregivers to assist clients in addressing barriers and attaining case plan goals.
- Coordinate, plan, and identify social activities to address loneliness and isolation.
- Maintain timely and accurate records in required program data management system.
- Help arrange needed appointments and other resources for client.
- Ensure services are fulfilled in a timely manner.
- Seek out new and collaborate with other service providers to expedite services for clients.
- Return all phone calls and correspondence in a timely manner.
- Maintain HIPAA and confidentiality compliance.
- Maintain professional and technical knowledge by attending educational workshops, reviewing professional publications, and participating in professional societies.
- Contribute to team effort by accomplishing related results as needed.
- Other duties as assigned or necessary to meet the goals and objectives of NCNMEDD.

QUALIFICATIONS AND SKILLS REQUIRED

- Five years of experience in case management, social services or benefits enrollment required, preferably in senior services. Associate's or bachelor's degree in social work, psychology, human services or a related field is preferred.
- Supervisory experience is preferred, especially in a case management setting.
- Community Health Worker (CHW) certification is required at the time of application or within one year of hire.
- Bilingual in English/Spanish is preferred.
- Proficient office and computer skills including Microsoft Office, particularly Excel, Word, Outlook, and use of databases.
- Knowledge and comfort working with a diverse population.
- Ability to practice "Active Listening".
- Ability to maintain professional relationships with clients, caregivers, and the public.
- Knowledge of relevant federal, state, and local regulations and policies.
- Knowledge of social services available in New Mexico and ability to research and contact those sources.
- Ability to work under multiple program requirements and funding sources.
- Ability to make good, sound judgment decisions.
- Ability to work independently, prioritize tasks and meet deadlines.
- Ability to take initiative and work under minimal direction.
- Knowledge of problem-solving techniques.
- Excellent customer service, verbal and written communication skills.
- Ability to work in conflict/crisis environments.
- Maintain effective working relationships with NCNMEDD staff, contractors, agency partners, and the public.
- Valid Driver's License

SUPERVISORY RESPONSIBILITIES

The position will supervise a team of up to 9 case managers over three large Planning & Service Areas (PSAs).

PHYSICAL DEMANDS

This position requires basic physical demands for working in an office environment including, answering phone calls, sitting for long periods, using computers and other typical office equipment, driving a car/van, carrying documents, and walking.

TRAINING

- Training to obtain Community Health Worker (CHW) certification will be provided by employer if needed.
- HIPPA training is required.
- Standard training for all employees will be applied to this position as well as any training deemed beneficial by management in the future.

DECISION-MAKING

This position requires the use of discretion and independent judgment with respect to matters of significance for the client/caregiver and employer, as well as typical decision-making responsibilities required in a day-to-day office working environment.

COMMUNICATIONS

Reports to the Special Projects Manager and interacts with NCNMEDD employees and contractors, the public, clients and their caregivers, service providers, government agencies, state and local elected officials, and private and/or corporate entities.

EQUIPMENT USED

Typical office equipment will be used such as computers, calculators, phones, copier/printers, projectors, and cars/vans.

WORK ENVIRONMENT

This position will require working in various environments, including clients' homes, agency offices, outside and public places. NCNMEDD office work will be standard, smoke-free, indoor office environment with other staff.

CONDUCT

The North Central New Mexico Economic Development District (NCNMEDD) has a direct and vital impact on the quality of life for those we serve. Accordingly, the services we provide require honesty, impartiality, and fairness, and must be dedicated to the protection and promotion of the public health, safety, and welfare. As an employee and representative of NCNMEDD and its Board of Directors, all personnel are required to exhibit and practice the highest standard of honesty and integrity and must perform under a standard of professional behavior that requires adherence to the highest principles of ethical conduct in all aspects of the position.

APPLICATION DETAILS

Salary based on qualifications. Position will remain open until filled. NCNMEDD provides Public Employee Retirement Association of New Mexico (PERA) retirement. Quality benefits package includes medical, dental, retirement and paid time off. Candidate selected for full-time employment must successfully complete all pre-employment screening and requirements prior to commencing employment.

Applicants must complete NCNMEDD Employment Application at www.ncnmedd.com.

Email Elizabeth Reynolds, Special Projects Manager at elizabethr@ncnmedd.com with any questions.