



NORTH CENTRAL NEW MEXICO ECONOMIC DEVELOPMENT DISTRICT

Employment Opportunity

JOB TITLE: Case Manager

JOB DESCRIPTION: This is a full-time, temporary position supervised from the Santa Fe office. The position is available to assist seniors, their families, and caregivers with accessing services and various benefits. This position addresses inquiries about senior services through information, referrals, and assistance with enrollment in Medicaid, Medicare and other benefits programs.

DUTIES & RESPONSIBILITIES

Duty	Percent of total
Addresses inquiries through information, referral, follow up, and case management.	70%
Assists with benefits enrollment	30%

This position requires non-routine as well as repetitive assignments. Close and effective working relationships with senior clients and their family members, caregivers, service providers, and the public are required. Good customer service and communication skills are required.

EXAMPLES OF WORK PERFORMED

- Addresses inquiries by providing referrals and resources based on need and request; ensures referrals and resources provided are client-centered, timely, effective, and equitable.
- Maintains a directory of resources and seeks out new resources.
- Returns all phone calls and correspondence in a timely manner.
- Keeps records of inquiries and assistance provided.
- Provides benefit enrollment and assistance with Medicare, Medicaid, and other programs.
- Develops care plans as needed, secures and coordinates services from multiple providers, monitors and follows-up with consumers.
- Works with various organizations to assist with transition of care and/or services, such as hospital discharge planning and Adult Protective Services.
- Advocates on behalf of consumers when necessary.
- Develops promotional material and promotes programs to senior centers, subcontractors, and the public.
- Maintains HIPAA and confidentiality compliance.

QUALIFICATIONS AND SKILLS REQUIRED

- Case management, social services and benefits enrollment experience required, preferably in senior services. Associates degree in social work, psychology, human services, or a related field is preferred.
- Bilingual in English/Spanish is preferred.
- Valid New Mexico driver's license

KNOWLEDGE AND ABILITIES

- Knowledge and comfort working with a diverse population.
- Ability to practice "Active Listening".

- Ability to maintain professional relationships with the client, family members, and the public.
- Knowledge of social services available in New Mexico and ability to know how to research these sources.
- Knowledge of problem-solving techniques and ability to make good, sound judgment decisions.
- Ability to take initiative and work under minimal direction.
- Ability to establish priorities and to assess and prioritize multiple tasks.
- Good customer service, verbal, and written communication skills.
- Maintain effective working relationships with NCNMEDD staff, subcontractors, and public.
- Ability to work and perform in conflict/crisis situations.
- Proficient in Microsoft Word, Excel, e-mail, Internet, and database administration.
- Demonstrate behavior that maintains the organization's credibility, integrity, and positive image in the community.

SUPERVISORY RESPONSIBILITIES

This is not a supervisory position.

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

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 appropriate decision-making responsibilities that keeps the best interest of the client and public in mind.

COMMUNICATIONS

Interacts with the public, seniors, caregivers, various service providers, NCNMEDD employees and contractors, New Mexico state agency staff.

EQUIPMENT USED

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

WORK ENVIRONMENT

This position will work in a 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 commensurate with qualifications and experience. Quality benefits package includes medical, dental, vision, paid time off and PERA retirement.

Candidate selected for full-time employment must successfully complete all pre-employment requirements (drug test and background check) prior to commencing employment.

Complete NCNMEDD Employment Application online on NCNMEDD website www.ncnmedd.com.

Application Deadline: Until Filled

Questions: Please contact Elizabeth Reynolds, Special Projects Coordinator, at 505-787-3774 or elizabethr@ncnmedd.com.