

## Job Posting

**JOB TITLE** Case Manager, Non-Metro Area Agency on Aging- Farmington

**SALARY & QUALIFICATIONS**

Salary Range	Required Qualifications
\$40,000 - \$50,000	5-7 years direct experience and Bachelor's degree in a related field
<i>This position allows substitution of education for experience and vice-versa, calculated at the discretion of management.</i>	

**CLASSIFICATION** Full Time, Salary Exempt

**LOCATION** Farmington with responsibility for San Juan, McKinley, Cibola counties

### SUMMARY

This position requires a highly motivated and responsible individual with excellent interpersonal and time management skills. Close and effective working relationships with senior 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 Area.

Duties	Percent of total
Conduct in-home case management assessments and reassessments and develop individual care plans	60%
Coordinate services	20%
Maintain timely and accurate records in program data management system	20%

### EXAMPLES OF WORK PERFORMED

The Case Manager position will identify and work directly with older adults (60+) who have significant challenges remaining independent at home as they age. This position is responsible for conducting in-home case management assessments, developing individualized care plans, and assisting clients/caregivers to obtain needed services and support.

- 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.

## **SKILLS REQUIRED**

### **Specific to Position**

- Three years of experience in case management, social services or benefits enrollment required, preferably in senior services.
- An associate's degree in social work, psychology, human services or a related field is preferred.
- 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

**General**

- Proficient in Microsoft Word, Excel, Power Point, e-mail, Internet, and database administration
- Ability to accurately interpret, analyze, summarize and compile data.
- Ability to make good, sound judgment decisions.
- Ability to assess and prioritize multiple tasks, projects and demands.
- Application of problem-solving techniques
- Ability to independently plan and organize projects.
- Experience with budgeting principles and practices
- Good verbal and written communication skills
- Maintains effective working relationships with NCNMEDD staff, partner organizations, and consumers.
- Demonstrates behavior that maintains the organization credibility, integrity, and positive image in the community.

**SUPERVISORY RESPONSIBILITIES**

None

**TRAVEL**

This position requires travel throughout New Mexico and for professional development. A valid driver's license is required.

**PHYSICAL DEMANDS**

This position requires basic physical demands for working in an office environment including, 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.
- HIPAA training is required for this position.
- 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 agency and consumers, as well as typical decision-making responsibilities required in a day-to-day office working environment.

**COMMUNICATIONS**

Reports to the Lead Case Coordinator and works in one Planning & Services Area, in coordination with the Regional Manager. Interacts with NCNMEDD employees and contractors; local, state and federal agencies; state and local elected officials, state and local elected officials; the public; and non-profit, 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. 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 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 will vary based on education and experience.
- 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](http://www.ncnmedd.com).
- Email Amanda Martinez at [amandam@ncnmedd.com](mailto:amandam@ncnmedd.com) with any questions.