



**Please submit resumes to:**  
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**East Texas Council of Governments**  
**Human Resources**  
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## **Case Manager - Area Agency on Aging**

### **POSITION SUMMARY**

The Case Manager will perform routine case management work. Work involves assessing, planning, arranging, coordinating and following-up on services that most appropriately meet identified needs as mutually defined by AAA staff, the older Texan, and, where appropriate, a family member or other caregiver. Work includes maintaining an ongoing knowledge of the delivery of services provided under the Older Americans Act.

### **SPAN OF AUTHORITY**

With general direction from the Community Care Coordinator and/or the Director of Aging Programs, performs required duties with some latitude for use of independent judgment. The Case Manager will work under general supervision with moderate latitude for initiative and independent judgment. Maintain compliance with State and Federal Statutes governing AAA programs. Perform duties in accordance with ETCOG's customer service standards as expressed in the "Customer Service Creed" with a thorough understanding of the overall mission of ETCOG.

### **DESCRIPTION OF WORK:**

Interview clients or authorized representatives to gather information to assess service needs. Explain program services, requirements and methods to clients, family members, or other interested parties. Develops and implements care plans to meet client needs. Coordinates service provider activities. Maintain up-to-date documentation in client case records. Collects data from other sources as needed to assess client's needs. Interact with professionals in other disciplines regarding needs and services for clients. Describes other community services available to clients and make written referrals as needed. Provides ongoing case management/care coordination and serves as a liaison between clients, client families, and service providers. Maintain up-to-date files on each client receiving services and confidentiality of client records. Receives and documents program income received from clients. Coordinates service provider activities. Assist in identifying problem areas, service gaps, and areas that are barriers to services for clients. Perform related work as assigned.

## **MINIMUM EDUCATIONAL REQUIREMENTS**

Bachelor's degree in social work or a related field is preferred. Work experience and education may be substituted for one another. Prefer experience working in the field of social work.

## **REQUIRED KNOWLEDGE**

- Knowledge of provisions of the Older Americans Act and other Federal and State human and social service programs.
- Applied knowledge of NASW's Code of Ethics.
- Knowledge of community resources.
- Knowledge of interviewing skills and case documentation.
- Ability to communicate effectively.
- Basic knowledge of gerontology and social work.
- Ability to identify problems, develop and analyze data and to develop workable solutions.
- Applied knowledge and strict observance of ETCOG's Customer Service Creed.
- Principles and practices of public relations and customer service.

## **SKILLS AND ABILITIES**

- Ability to effectively communicate complex ideas, both orally through presentations, in writing and by telephone.
- Strong interpersonal skills.
- Computer software to support ETCOG and division functions.
- Valid Texas driver's license, good driving record and dependable transportation for business travel.
- Ability to work under pressure and meet deadlines.
- Ability to establish and maintain positive and cooperative working relationships with all levels of ETCOG staff, Aging Advisory Committee, and the general public.
- Ability to identify problems, analyze information and develop solutions.
- Ability to lift, carry, hold, push or pull a minimum of 35 pounds of office supplies, audio/visual equipment, file boxes and other documents and equipment.

## **SALARY INFORMATION:**

Position Status: Non-exempt

Salary Range: \$12.50 - \$13.46 per hour or \$26,000-\$28,000 per year