



Job Title: CASE MANAGER I

Department /Office: Office of Aging & Adult Services

Reports to Whom (title): Supervisory Case Manager

Salary /Hourly Range: 35

Job Classification Code: 8864

Level of Background Check: 1B

Status: Non- Exempt; Full-time, Part-time, Temporary

Driving Required: Yes

Revised: 9/11/2013

JOB DESCRIPTION:

This job consists of providing case management services administered by the Office of Aging & Adult Services on the Hopi Reservation. Decisions regarding what needs to be done depend upon the analysis of the subject, phase or issues involved in each assignment and the chosen course of action may have to be selected from alternatives

KEY DUTIES AND RESPONSIBILITIES:

(The following examples of duties are intended to be illustrative only and are not intended to be all inclusive or restrictive.)

1. Provides case management services through identification, planning, provision of direct services and follow up for adults & disabled individuals.
2. Provides technical assistance to extended families and tribal authorities in their appointment of guardians or institutional/residential placements for adults & disabled individuals.
3. Conducts intake and assessment of request for service(s) and determines eligibility for services; formulates a care plan and works with the adult client and/or family in accomplishing plan to meet client's needs; regularly monitors plan; conducts review of the entire plan and updates plans, as needed.
4. Maintains client records and documentation of client's related activities in conformity to professional and Quality Assurance standards.
5. Compiles statistical reports, monthly narrative report of casework activities and other such reports into the PMMIS system as required by the funding agency and the tribe.
6. Disseminates information to families, related agencies and the general public regarding Aging & Adult issues/services, including available tribal/non-tribal programs.
7. Provides full range of family long term care services to families experiencing need for care due to social, chronic medical, economic and or problems.
8. Provides training and technical assistance to tribal departments upon request as it relates to the Aging & Adult population served.
9. Performs other related duties as assigned and authorized to meet program goals and objectives.

PERSONAL CONTACTS:

Contacts are with employees within/outside the immediate work area, clients, family members, health care professionals, related agency personnel and the general public. The purpose of these contacts is to exchange factual information, coordinate work efforts, provide assistance/services and establish a network of resources. Incumbent may be involved in a situation in which a client is being placed in a facility under involuntary circumstances (e.g., via court orders).

PHYSICAL EFFORT & ENVIRONMENTAL FACTORS:

Work is performed in a standard office environment, requiring normal safety precautions typical of office/meeting rooms and working around office machines/equipment; in the client's home and village/community. The incumbent will be required to maintain a flexible work schedule in order to meet the needs of the client/program. The incumbent is often subject to some psychological stress with low risk present. Travel on and off the reservation is required.

MINIMUM QUALIFICATIONS:

1. Required Education, Training and Experience:

- A. Education: Bachelor's Degree in Social Work (BSW, Sociology, Counseling or related field (with 15 credit hours in related gerontology courses, preferred);

AND

- B. Experience: Two (2) year work experience in a social services or related services, which includes case management, counseling & placement preferably with a government or non-profit social services environment

OR

- C. Any equivalent combination of Education, Training and Experience, which demonstrates the ability to perform the duties of the position.

2. Required Knowledge, Skills and Abilities:

A. Knowledge:

- Working knowledge of health issues, geriatrics resources and other resource agencies
- Knowledge of rules and regulations governing the safety and welfare of the adult & aging population
- Knowledge of intervention strategies in the area of elder abuse and neglect
- Knowledge of the socio-economic and cultural conditions on the Hopi reservation
- Knowledge and respect for the Native American culture, traditions and customs
- Knowledge of Native American family roles & responsibilities
- Knowledge of the theories, principles, practices and techniques of case management
- Knowledge of program networking

B. Skills:

- Excellent verbal and written communication skills to prepare concise reports, narratives and conduct public presentations
- Excellent planning and organizational skills
- Excellent time management and case management skills
- Excellent human/public relations & counseling skills
- Skill in operating basic office equipment/machines, personal computers and applicable software

C. Abilities:

- Ability to maintain strict confidentiality of client information/records
- Ability to plan and accomplish work in accordance with established goals, objectives and deadlines
- Ability to work under pressure and emotional stress
- Ability to operate basic office equipment/machines, personal computers and applicable software
- Ability to analyze problems and develop appropriate casework intervention

NECESSARY REQUIREMENT:

1. Must possess a valid Arizona Driver's License and complete the Hopi Tribe's Defensive Driving course.

DESIRED QUALIFICATION:

1. Speak and understand the Hopi Language.

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