



Capital Area Council of Governments Job Description

CAPCOG Title: Care Coordinator/Intake Specialist
Division: Aging Services
Reports to: Program Manager Care Coordination
State Title and Salary Grade: Case Manager II/B13
FLSA Status: Exempt Non-Exempt

GENERAL DESCRIPTION

This position performs two functions, as a Care Coordinator and Intake Specialist.

- Care Coordinator - performs moderately complex case management and human services work. Work involves developing and maintaining contact with clients, client families, caregivers and service providers to meet service needs. Work requires application of specialized program knowledge and service skills used to develop care plans. Authorizes the amount and type of service delivery.
- Intake Specialist - initial screening of clients and/or caregivers to assess needs and determine eligibility and make referrals as needed.

Position requires consistent exercise of discretion and judgment. Works under general supervision with moderate latitude for the use of initiative and independent judgment. The essential functions of this position must be performed at CAPCOG offices therefore the position is not eligible for telecommuting on a regular basis.

Essential Functions

Essential duties and functions may include the following. Other duties may be assigned.

- Conducts interviews with clients, or their authorized representative, to gather information to assess service needs.
- Explains program benefits and program requirements to clients.
- Identifies service barriers and gaps.
- Develops and implements care plans to meet client needs.
- Authorizes service delivery and coordination of service provider activities.
- Evaluates provider service delivery to determine quality, accuracy and timeliness of services provided.
- Provides case management for the length of the care plan and serves as an advocate and liaison between clients, client, families, caregivers, and service providers.
- Develops service work orders, tracking procedures, follow-up monitoring, billing and quality assurance activities for both programs.
- Provides clients referral for assistance to other agencies as appropriate.
- Documents all case records/intake and referral data in the manner prescribed by the agency and granting agency. Prepares appropriate reports.
- Tracks care coordinator/client assignments.
- Coordinates internal and external referrals for service provision.
- Provides quality assurance by the review of case records for accuracy.
- Develops screening procedures.
- Makes CC/IS - decisions and commitments within established guidelines that do not require referral to supervisor.
- May assist in the development or interpretation of program policies and procedures.

- May provide education programs or presentations to departments, agencies, civic groups and the general public.

GENERAL QUALIFICATIONS

Education

Graduation from an accredited four-year college or university with major course work in social work or a related field is generally preferred.

Experience

Two years of experience in social work or case management required.

Bi-lingual Spanish strongly preferred.

Experience and education may be substituted for one another.

Knowledge, Skills, and Abilities

- Knowledge of:
 - Customer service standards
 - Computer operations systems and procedures
 - Grammar
 - Microsoft software
 - Rules and regulations
- Skill in:
 - Personal computers
 - Use of applicable software
 - Preparing reports
 - Writing descriptive materials
 - Reading, understanding, and interpreting pertinent sections of the Texas Administrative Code and the Older Americans Act
- Ability to:
 - Provide outstanding customer service
 - Document clearly understood case notes in applicable software
 - Enter service unit data in applicable software accurately and in a timely manner
 - Perform duties in compliance with rules and regulations

Position Specific Competencies

- Attention to Detail: Ability to focus meticulously on all duties, assignments, schedules, and resources.
- Judgment: Demonstrates critical thinking based upon in-depth data gathering, corroborating information, considering others’ input, and ethics.
- Regulatory Compliance: Understand regulations and ensures that work is in compliance with regulations.
- Work Organization: Balances competing priorities to meet project and team commitments in a timely manner and deliver quality results.

Other Requirements

Must maintain a valid Texas driver’s license, proof of insurance specified by the State of Texas, and dependable transportation for travel within region.

Physical Requirements

Remain in a stationary position at a desk throughout the workday.	Frequently
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Stand and perform tasks throughout the workday. May be stationary for periods of the day.	Seldom
Move about inside the office to perform different tasks of the position such as access the copy machine, file papers, or deliver mail to the reception area.	Seldom
Coordinate precise movements of the fingers in order to use office productivity machinery or perform intricate tasks.	Frequently
Move objects weighing up to designated # of pounds.	Seldom - 15 lbs
Lift objects from the floor and up onto a shelf or desk weighing up to designated # of pounds.	Seldom - 15 lbs
Converse with others both in person and over the phone.	Frequently
View details at close range (within one to two feet of the observer) and distinguish color-coded materials.	Seldom
Move body into multiple positions to perform different tasks such as in the following examples: under desks, between walls, around servers and furniture, or to retrieve files from the bottom or top drawers of file cabinets.	Seldom
Performs duties in professional office environment	Frequently
Performs duties while exposed to conditions of heat, cold, humidity, wind and/or rain.	Seldom
Drives a vehicle to perform CAPCOG business.	Seldom

KEY

Never 0% Seldom 0-30% Regularly 30-60% Frequently 60-90% Constantly 90-100%

Seldom would be up to 12 hours per week or 0 to 2.4 hours per day

Regularly would be 12 to 24 hours per week or 2.4 to 4.8 hours per day

Frequently would be 24 to 36 hours per week or 4.8 to 7.2 hours per day

Constantly would be 36 hours to 40 hours per week or 7.2 to 8 hours per day