



Capital Area Council of Governments Job Description

CAPCOG Title: Care Coordinator
Division: Aging Services
Reports to: Program Manager for Care Coordination
State Title & Salary Grade: Case Manager III/B15
FLSA Status: Exempt Non-Exempt

GENERAL DESCRIPTION

Performs highly 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. May train and/or supervise the work of others. Position requires consistent exercise of discretion and judgment. Works under limited supervision with considerable latitude for the use of initiative and independent judgment. Requires travel throughout the ten-county region.

ESSENTIAL FUNCTIONS

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

- Interviews clients, or their authorized representative, to gather information to assess service needs identify service gaps and barriers via telephone, virtual or in-person at home visit.
- Develops and implements care plans to meet client needs
- Provides case management for the length of the care plan and serves as a liaison between clients, client families, caregivers, and service providers
- Explains program benefits and requirements to clients
- Refers clients to other agencies as appropriate for assistance
- Authorizes appropriate services and monitors service delivery for quality assurance
- Performs data entry to document case activity in agency database and tracking tools in the manner prescribed by the agency and assists with report preparations
- Verifies provider service delivery to determine quality, accuracy and timeliness of services provided
- Makes decisions and commitments within established guidelines that do not require referral to supervisor
- Aids in the development of program policies and procedures
- Provides assistance in the development and implementation of a caregiver support program
- Interprets program policies and procedures
- Provides education programs and presentations to departments, agencies, civic groups and the general public
- Assists with the training of others

GENERAL QUALIFICATIONS

Experience and education may be substituted for one another.

Education

Graduation from high school or an equivalent required. Bachelor's degree in a human services field is preferred.

Experience

Two years of experience in human service programs is required.

Knowledge, Skills, and Abilities

- Knowledge of office practices and procedures
- Knowledge of Microsoft Office products and shared database systems

- Rules and regulations
- Skill in the use of standard office equipment and personal computers
- Skill in effective oral and written communication including proper grammar, writing descriptive materials, writing reports, and documenting clearly understood case notes in applicable software
- Ability to perform data entry
- Reading, understanding, and interpreting pertinent sections of the Texas Administrative Code and the Older Americans Act
- Ability to perform duties in compliance with rules and regulations

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 |
| 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

I have read and understand all aspects of this job description. I have discussed the duties with my supervisor.

Employee Printed Name, Signature and Date

Supervisor Printed Name, Signature and Date