



Position: Case Aide, Care Management
Exemption Status: Non-Exempt
Job Status: Full-Time – 40 hours/week
Pay: \$9.50 – \$12.00/hr
Department: Social Services Department
Reports To: Associate Director, Care Management
Direct Reports: N/A
Location: Main Office

About the Position

Summary: The Case Aide will have primary responsibility for entry of Caregiver Support Program receipts. This individual will scan all documents for upload into WellSky (formerly SAMS) for both the OPTIONS and Caregiver Support Programs. The CA be responsible for tracking missed services and the provision of new services in WellSky. The CA will complete new phone assessments for In-Home Meal Service, follow up calls according to requirement and annual phone call reassessments.

Essential Job Duties:

- Management of a caseload of In-Home Meal Service consumers, including: New assessment, reassessment, 4 month calls, on-going case management, etc.
- Responsibility for tracking and managing New Service requests from the care managers to contracted providers.
- Responsibility for tracking and managing Missed Service notifications from contracted providers to care managers
- Entry of Caregiver Support receipts according to established deadlines
- Entry and record management of Voters' Registration forms.
- Scanning of all required Caregiver Support Program and OPTIONS document for upload into WellSky

Additional Job Duties:

- Backup responsibilities for closing and/or transferred consumer records
- Backup responsibilities for Meals on Wheels delivery
- Completion of other duties as assigned in implementing LifeSpan's mission and vision

Required Qualifications (Education/ Skills / Experience):

- High School Degree or equivalent
- One year administrative experience

Preferred Qualifications (Education / Skills / Experience):

- Associate's Degree in social work or related field
- Direct aging office management experience



Traits / Characteristics:

- Strong time management skills
- High ethical integrity
- Self-driven with the ability to formulate goals
- Ability to effectively communicate both orally and written
- Exercise prudent financial stewardship of the Federal/state/local/agency funds
- Ability to effectively document consumer activity and direct report performance in writing

Technology / Certifications / Other:

- Pennsylvania State Police background check through the PA Access to Criminal History required, dated within one year prior to the employment start date
- If applicant has not been a PA resident for two consecutive years, without interruption and immediately preceding the date of application for employment, the applicant must obtain an original PA Department of Aging FBI background check AND the PACH background check
- PA Motor Vehicle Record check and similar record checks from any state the applicant has resided in during the last year