

Pay Group: B-13

Class Code: 5227

**Permian Basin Regional Planning Commission
Job Description
AAA – Care Manager II
(State Classification – Case Manager II)
Exempt (FLSA)**

SUMMARY OF POSITION: Performs moderately complex case management work directly to AAA eligible clients regardless of funding source. Maintains procedures, infrastructure, resources, and collaborative relationships necessary to meet those needs. Position provides operational support to the AAA in planning, developing, managing, monitoring, and evaluating case management services to all service eligible groups. Work involves developing and implementing area plans, collecting, and analyzing data, preparing reports, and ensuring timely submission of departmental reports in compliance with state and federal rules, regulations, policies and procedures. Works under general supervision with moderate latitude for the use of initiative and independent judgment.

ORGANIZATIONAL RELATIONSHIPS:

1. **Reports to:** Director of Area Agency on Aging
2. **Directs:** Non-Supervisory
3. **Other:** Interaction/contact with AAA staff and its Contractors, representatives of local, state, and federal government agencies, public and private organizations, service providers, other program personnel, volunteers, clients, private contractors, private non-contracting entities, and public.

EXAMPLES OF WORK:

Essential Duties:

Compilation, analysis, and submission of fiscal and programmatic reports in compliance with applicable rules, regulations, policies and procedures in a manner that supports state and federal requirements.

Organizes and maintains accurate documentation of all client data/contacts in accordance with applicable rules, regulations, policies and procedures in a manner that supports state and federal requirements. Oversees proper maintenance of documentation on related activities.

Conducts assessments to determine need and eligibility for services in accordance with applicable regulations, policies and procedures.
Care plan development based on need which may include services not directly provided by the AAA.

Identifies service gaps and areas that are barriers to services for clients. Provides direction to clients experiencing challenges.

Interacts with professionals in other disciplines regarding the service needs of clients, as authorized by client.

Provides ongoing care management and serves as a liaison between clients, their families, caregivers and/or providers. May develop informal support systems for clients.

Monitors & reports expenditures for directly purchased services.

Maintains knowledge of current information about all available services in the region and provides information to clients about available services.

Designs, initiates, and develops special projects in relation to AAA activities, as available through state and/or federal resources.

Coordinates with other AAA staff to advocate for targeted elderly populations.

Conducts customer satisfaction surveys with clients and groups, as appropriate.

Attends training, meetings and conferences related to program goals.

Maintains the system of computerized client tracking for services provided directly, and maintains strict confidentiality of client information, whether such data is electronic or otherwise.

Other Important Duties: Performs related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Microsoft Office; planning techniques; interviewing techniques, filing systems; local state and federal regulations relating to human and social service programs; public and private sector resources; and general office policies and procedures.

SKILL/ABILITY TO:

Interpret and apply rules, regulations and guidelines prepared by state and federal agencies relating to aging programs, establish and maintain effective working relationships with clients and the public; work independently and in a team setting; demonstrate proficiency in both oral and written communication; work independently and demonstrate a high level of organizational ability; analyze data. Bilingual preferred.

EXPERIENCE AND TRAINING:

Bachelor's degree in public administration, gerontology, psychology, sociology, social work, or a related field, plus one year of relevant experience; or High school graduation or its equivalent, plus at least two years of experience; or Equivalent combination of experience and training that provides required knowledge, skills, and abilities.

CERTIFICATES AND LICENSES REQUIRED: Appropriate Texas driver's license or available alternate means of transportation.