

YOU CAN GO TO OUR WEBSITE WHICH IS www.nortexrpc.org AND THERE IS A LINK TO OUR JOB APPLICATION. YOU HAVE TO FILL OUT THE JOB APPLICATION OR WE WILL NOT LOOK AT YOUR RESUME. WE HAVE A MAILBOX IN FRONT OF OUR OFFICE (4309 Old Jacksboro Highway, Suite 200, Wichita Falls, Texas 76302 – located in the Galaxy Center Building) AND YOU CAN DROP OFF YOUR APPLICATION AND RESUME. THE SALARY IS \$31,144.00 A YEAR AND THE DEADLINE TO TURN IN APPLICATIONS IS 4:00 P.M. ON WEDNESDAY, JANUARY 19, 2022.

AGING CASE MANAGER III BENEFITS COUNSELOR

GENERAL DESCRIPTION

Provides moderately complex case management and Benefits Counseling services. Work involves developing and maintaining short-term contact with clients, client families, and service providers for medical, social, educational, and related service needs. May train and/or supervise others. Works under general supervision with moderate latitude for the use of initiative and independent judgment.

ESSENTIAL JOB FUNCTIONS

- Interviews clients or their authorized representatives to gather information to assess service needs.
- Develops and implements service plans to meet client needs.
- May authorize use of the direct purchase of services pool and will monitor and maintain balance of pool.
- Coordinates service provider activities and processes billings.
- Provides support and program information to individuals and groups.
- Provides ongoing case management and serves as a liaison between clients, client families, and service providers.
- Describes other community services available to clients and makes referrals as needed.
- Provides benefits counseling services to eligible individuals.
- Documents case records through the required automated system.
- Identifies and may prepare reports to supervisor on areas that are barriers to services for clients.
- May recruit and train volunteers.
- May train and supervise the work of others.
- Obtain and maintain program specific certification and participate in ongoing required training.

- Prepares and maintain vendor agreements.
- Conducts all job functions in accordance with applicable state and federal requirements.
- May use automated equipment for information retrieval and data entry.
- May act as a receptionist or telephone switchboard operator when not performing other duties.
- Performs related work as assigned.

OTHER JOB FUNCTIONS

- May be required to carry, hold, lift, push, and pull a minimum of 35 pounds of computer papers and retrieve records and/or supplies from storage room.
- May be required to read, write, and communicate in English.
- May be required to travel.

GENERAL QUALIFICATION GUIDELINES

Experience and Education

Experience in social work. Graduation from an accredited four-year college or university with major course work in social work or a related field is generally preferred. Experience and education may be substituted for one another.

Knowledge, Skills, and Abilities

- Knowledge of community resource; of case management principles, objectives, standards, and methods; and of program policies and procedures.
- Ability to communicate effectively; to assess client needs; to coordinate client services; to provide guidance to other staff; and to assist with management activities.

****THIS COMPANY RESERVES THE RIGHT TO MODIFY, INTERPRET, OR APPLY THIS JOB DESCRIPTION IN ANY WAY THE COMPANY DESIRES. THIS JOB DESCRIPTION IN NO WAY IMPLIES THAT THESE ARE THE ONLY DUTIES, INCLUDING ESSENTIAL DUTIES, TO BE PERFORMED BY THE EMPLOYEE OCCUPYING THIS POSITION. THIS JOB DESCRIPTION IS NOT AN EMPLOYMENT CONTRACT, IMPLIED OR OTHERWISE. THE EMPLOYMENT RELATIONSHIP REMAINS "AT WILL". THE AFOREMENTIONED JOB REQUIREMENTS ARE SUBJECT TO MODIFICATION TO REASONABLY ACCOMMODATE QUALIFIED DISABLED INDIVIDUALS.***

Revised 12/30/2021