



NORTHERN ARIZONA COUNCIL OF GOVERNMENTS (NACOG)

CARE COORDINATOR

Department: Area Agency on Aging (AAA)

Band: 13

FLSA Status: Non-Exempt

Reports to: Care Coordinator Supervisor

POSITION SUMMARY:

Working under general supervision and with moderate difficulty, this position is responsible for assessing the needs and eligibility of individuals for program services and coordinating support services to assist them in aging with dignity, grace, and honor.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Conducts home visits and interviews applicants to assess the eligibility of applicants for program services
- Identifies program services that will best meet the needs of clients
- Maintains and updates electronic client files to ensure accurate record keeping and compliance with program regulations
- Provides resource referrals and advocates for appropriate support services outside the agency to ensure that clients have access to comprehensive services
- Monitors services to clients to ensure high quality service delivery and program compliance
- Responds to public inquiries for information regarding program services

Other related duties as assigned.

EDUCATION AND/OR EXPERIENCE:

Bachelor's Degree from an accredited college or university in social work, health services, human services, or other related field of study; and two years' experience in a social service field; **OR** an equivalent combination of education, training, and experience which demonstrates the ability to perform the duties of the position.

CONDITIONS OF EMPLOYMENT:

- Criminal Background Check
- Fingerprint Clearance Card, Level I
- Motor Vehicle Record (annually)

CERTIFICATES & LICENSES:

N/A

CARE COORDINATOR ...CONTINUED

TECHNICAL COMPETENCIES:

N/A

GENERAL COMPETENCIES:

- Collaboration
- Communication (written and verbal)
- Cultural competence
- Discretion
- Office competence
- Organizational skills

TRAVEL REQUIRED:

☐ < 5% ☒ < 25% ☐ < 50% ☐ < 75% ☐ 100%

PHYSICAL REQUIREMENTS & WORK ENVIRONMENT:

Physical Activity: Frequent listening, talking, walking, sitting, stooping, reaching, finger use, grasping, and repetitive motion. Occasional standing, climbing, balancing, kneeling, crouching, pushing, pulling, lifting, and feeling.

Physical exertion: ___ Sedentary; X Light; ___ Medium; ___ Heavy; ___ Very Heavy. Work involves exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

Visual requirements: Visual acuity to operate motor vehicles and/or heavy equipment.

Working conditions: Occasional exposure to extreme weather conditions, potential physical harm, hazardous chemicals, noxious odors, and infectious disease.

NACOG is an affirmative action and equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, genetic information, or any other characteristic protected by the state, federal, or local law. NACOG is committed to providing access, equal opportunity and reasonable accommodation for individual with disabilities in employment, its services, programs, and activities. To request reasonable accommodation, contact the Human Resources Director, 928-774-1895, HR@nacog.org.

CARE COORDINATOR ...CONTINUED

SIGNATURES:

This job description has been approved by:

Department Director: _____ Date: _____

Human Resources Director: _____ Date: _____

Executive Director: _____ Date: _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee: _____ Date: _____