



Waiver Case Management Case Aide

Salary: \$20/Hour

Summary of Job Duties

To provide Waiver Case Management Case Aide (paraprofessional) services to support Waiver Case Managers, Waiver Case Management Leadership, and individuals support by Reach for Resources Case Management Department. This role will support communication, collaboration, and continuity of services, for people supported by Reach Case Management.

The Waiver Case Management Case Aide also supports the Case Management team by maintaining organization and tracking systems for documentation required, and supporting communication with individuals supported, providers, and community agencies, not directly related to the goals and services a person is receiving.

The Case Management Aide will report directly to the Assistant Director with additional support from the Director of Case Management, and WCM Team Leads.

Essential Job Duties

- Provide clerical and administrative support to Case Managers and others in the Case Management department.
- Prepare case files for scheduled meetings; file relevant materials following meetings.
- Research community resource options for individuals and families and provide referral information to Case Managers.
- Contact providers or vendors to schedule services, identify staffing or openings, and make necessary referrals to needed/desired services, for people supported.
- Complete data entry of screening documents and service authorizations into the selected electronic health record and State systems in a timely manner.
- Interact professionally with all team members including the person supported, family caregivers and guardians, employers, Case Managers, and other involved stakeholders.
- Practice customer service excellence and prompt responses (within two business days) for all communication, including written and verbal correspondence.
- Enter and maintain documentation of all billable work completed within one business day.
- Meet or exceed minimum billing standards.
- Manage incoming department mail, alert and route mail to appropriate recipients within 2 business days of receipt.
- Maintain spreadsheets, lists, various quarterly reports, assist with the audit process, maintain files, and submit billing reports.
- As a mandated reporter, respond and report all incidents that occur while providing services to protect the health and safety of and minimize risk of harm to the person(s) supported following Reach for Resources policy and MN Statutes.
- Represent the agency to the people we support, our community partners and external constituents.
- Meet completion deadlines for all required and assigned training related to the position.
- Comply with all Reach personnel policies and procedures, rules and regulations of the State of Minnesota, and requirements of any contracted or funding parties.
- Understand, respect and maintain confidentiality for all details of each case.
- Perform other duties as required and/or assigned.

Minimum Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- High School Diploma
- One of experience as a Case Aide or in a closely related field or one year of post-secondary education.
- Is able to pass a criminal background check
- Is able to function independently, interact with, and relate to a variety of individuals
- Strong time management, organization, and tracking skills necessary
- Willingness to work with culturally diverse populations
- Proficient with computers and technology (Microsoft Excel and Word, Share Point, Adobe)
- Is able to understand, communicate, and write in the English language
- Uses and maintains a daily schedule
- Has a genuine interest in helping others

Preferred Qualifications:

- Bachelor's Degree in a Human Services related field

Working Conditions and Physical Demands

- **Environment:** Primarily in-office
 - Minimal capacity for remote work, due to clerical and administrative aspects of this role requiring access to mail, printer, scanner, etc.
- **Schedule:** FT hours (40/week), individual schedules may vary
- **Physical Demands:** Position may include light lifting (under 20lbs), sitting and standing, walking, verbal communication, seeing, and hearing.

Additional Information

Benefits for this position may include:

- Generous PTO package (15 days a year for F/T employees with increases each year worked)
- 13 floating holidays (for F/T employees)
- Medical, dental, and vision insurance
- Life insurance
- Retirement savings plan with company matching
- Short-term Disability/Long-term Disability
- Flexible schedule
- Mileage reimbursement
- Personable and fun co-workers (if we do say so ourselves)
- Caring, supportive supervisors
- Plenty of chances to wear casual clothes
- A focus on wellness

Disclaimer

Reach for Resources, Inc. is an Equal Opportunity Employer. Reach for Resources, Inc. does not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or any other basis covered by appropriate law. All employment is decided on the basis of qualifications, merit, and business need.

Reach for Resources, Inc. is committed to ensuring that applicants and employees with disabilities receive support. Applicants or employees must be able to meet the minimum qualifications of the position; reasonable accommodation may be provided if requested by the employee.