



## **Case Manager Aide - Position Description**

The Case Manager Aide reports to the Director of Transitional Housing and assists with case management duties. The case management aide position is a full-time position and will be reviewed as needed to assess workload requirements.

**DUTIES AND RESPONSIBILITIES** include the following.

1. Under direction of Case Manager, interview and assess the appropriateness of new applicants for residency in Old Pueblo Community Services Programs.
2. Assist Case Manager in developing case plans in collaboration with each new client and following up with weekly case plan reviews to assist client in reaching identified goals.
3. Maintain resident files in a confidential manner and in compliance with HUD and HIPPA standards.
4. Update client information into Client Manager
5. Assist Case Manager with interviewing clients to define level of need: personal and family reunification, finances, employment, food, clothing, housing, and substance abuse issues. Determine nature and degree of any problem. Work closely with clinical staff and other Old Pueblo Community Services personnel.
6. Assist Case Manager with referring clients to mainstream services and other service organizations as needed.
7. Assist Case Manager with reviewing progress toward goals with client concerning substance abuse.
8. Assist Case Manager with monitoring residents' compliance with program guidelines
9. Assist Case Manager in working closely with parole and probation offices, CPS workers and other collateral contacts as needed.
10. Assist Case Manager in working closely with other Tucson Social Service and Veteran agencies.

### **Qualifications:**

1. An equivalent combination of education and experience working with clients in need of transitional housing services.
2. Working knowledge of applicable services available in Tucson.
3. Ability to work patiently with offender clients and staff and be motivated to help people in challenging situations.
4. Ability to assist clients to modify patterns of behavior using Motivational Interviewing techniques to increase their understanding of personal problems, and client's part in creating them.
5. Ability to work in fast paced office and work some evenings.
6. Ability to use a computer and Microsoft Office programs mandatory.