



POSITION: Case Aide
FLSA: Non-Exempt
DIVISION: Town
REPORTS TO: Senior Services Community Service Supports
Manager
DATE: 04/2022

JOB Summary

Oak Park Township is seeking a full time Case Aide to serve as a member of the Senior Services team to provide assistance to Comprehensive Care Coordinators in the implementation of services that promote independence and quality of life for older adults. This includes providing administrative support and technical assistance to Comprehensive Care Coordinators in care plan implementation, coordination of services, processing applications and assist in facilitating on going service deliver.

Primary Functions and Responsibilities:

- Demonstrate knowledge of available services including Community Care Program, Home Delivered Meals, Chore Housekeeping, etc.
- Work cooperatively with care coordinators to ensure timely provision of services to clients.
- Assist care coordinators in obtaining needed services and/or equipment for clients.
- Assist care coordinators in facilitating the implementation of services through timely provider notification.
- Assist in identifying new provider agencies, completing transfers and terminations.
- Assist care coordinators with the completion of benefit applications and with the collection of supporting client documentation.
- Assist care coordinators in completing critical incident reports and follow-up as requested.
- Complete quarterly client contacts via phone and document appropriately in case recording sheets as requested.
- Maintain records and documentation in accordance with department standards.
- Print assessments, organize and assemble client case files.
- Work with the Billing Department for file management for closed care coordination files.
- Ensure client confidentiality.
- Actively participate in team meetings.
- Perform other duties as assigned.

Minimum Qualifications:

- Current driver's license and proof of auto insurance. Availability of an automobile for home visits if needed.
- Experience with Windows 10, Microsoft Office 365 and web-based applications, basic database environments, and applicant tracking system
- Practical knowledge of the social, psychological, and physiologic aspects of aging.



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- Excellent communication, active listening, and writing skills; bilingual a plus
- Previous experience with providing services to the older adult population is preferred
- Basic knowledge of Older Americans Act Services, Medicaid, Medicare, Social Security, SSDI, and the Community Care Program is preferred

The mission of Oak Park Township is to provide locally governed supportive services to our community. The Township is a well-known and respected community partner and the leading provider of proactive, responsive, and supportive services for all residents at every stage of life. The values of service, community, and caring guide the work we do.

Oak Park Township is an Equal Opportunity Employer.

For more information on Oak Park Township, please visit our website at www.oakparktownship.org.

Due to the COVID-19 pandemic, this position may require a combination of on-site, in the field, and work from home responsibilities; subject to change based upon guidance from local, state and federal authorities.