



AREA AGENCY ON AGING  
REGION ONE, INCORPORATED

## **Food Security Programs Case Manager**

**DEFINITION:** Under the supervision of the Senior Vice-President of Programs & Services, assess, authorize, and case manage individuals for Operation HOPE and elderSHOP.

### **I. MAJOR DUTIES**

- A. Meet with clients in their homes to assess and authorize for services
- B. Ensure documentation is consistent throughout the case management process from intake through assessment to contact notes and outcomes
- C. Maintain contact with clients through phone calls, letters, emails and home visits as needed
- D. Maintain up to date and accurate client files
- E. Maintain client confidentiality
- F. Enter data in Division of Aging and Adult Reporting System (DAARS) as required
- G. Attend in-services, trainings and conferences as required
- H. Attend meetings as needed and engage in inter-agency networking

### **II. OTHER DUTIES**

- A. Perform in a manner that is supportive to the cultural needs of the population(s) served by the program or service
- B. Other duties as properly assigned

### **III. QUALIFICATIONS**

Minimum Bachelor's Degree in Social Work or Human Service-related field required; must have experience in case management especially with older adults; knowledge of community resources essential; must appreciate the populations cultural and socioeconomic characteristics; must have Level One Fingerprint Clearance Card, driving throughout Maricopa County required; must have a valid Arizona driver's license and current automobile insurance; Spanish bilingual preferred.