



Job Title:	Case Management Department Administrative Assistant
Status:	Non-Exempt
Hours:	40
Department:	Case Management Department
Supervisor:	Co-Directors of Case Management
Approved:	John T. Mandeville, Executive Director 02.2022

Job Function:

The Case Management Department (CM Dept.) Administrative Assistant provides support for our Case Management Department and supporting functions. This position will troubleshoot and resolve simple to complex problems, and support communication between team members, internal programs, clients, and collaborative partners. The CM Dept. Administrative Assistant performs diverse administrative, clerical, and other functions that support the flow of the team-based approach.

Essential Functions:

1. Performs program support responsibilities requiring up to date, working knowledge of Social Services programs provided to clients.
2. Facilitates team meeting scheduling, captures, and provides minutes of meetings as directed.
3. Provides project assistance working in concert with Department Co-Directors, team members and other programmatic leads to ensure smooth and timely project completion.
4. Responsible for timely and accurate data collection, tracking and maintenance of client case information as directed by Department Co-Directors.
5. Support data integrity and troubleshoot missing database client information, deliverable services, billable hours, adaptive/home modification budgets and other data fields as needed.
6. Refer clients and collaborative partners to the appropriate team member when appropriate.
7. Support the maintenance of accurate records and reporting as required by CVCOA, funding providers, grantors, as well as the state and federal governments.
8. Assigns, manages, and provides end-user support on updates and alerts in various software programs.
9. Communicate critical information by conveying information clearly, accurately, honestly.
10. Work cooperatively and in a timely manner with all team members to support the goals and objectives of the department.
11. Assist in generation of reports, including data gathering via the computer system, printed reports or other available information concisely in accordance with company policies and procedures
12. Maintain client confidentiality
13. Additional duties as assigned.

Knowledge, Skills, and Abilities:

1. Must have demonstrated experience in the use of computers related software to maintain and access databases and prepare reports
2. Skilled in Microsoft Office including Outlook; Word, Access, and Excel

3. Excellent written, verbal communication skills, and presentation abilities
4. Effective interpersonal and organizational communication skills;
5. Functions as an effective team player in collaboration with colleagues and a wide range of program stakeholders
6. Demonstrated ability to multi-task and set priorities within a team environment.
7. Works well under pressure to meet deadlines as needed.
8. Ability to independently plan, design and carry out assignments and resolve problems or deviation in the work.
9. Ability to maintain confidentiality and neutrality.

Tools/Technology Requirement:

1. Desktop and/or laptop computer
2. Specific Case Management Software Programs
3. Computer
4. Copiers, printers, fax machines
5. Phones and voice-mail system
6. Microsoft Office 365
7. Other general office equipment

Additional Qualification:

Combination of education and experience in a professional setting with a social services organization preferred.

Physical Demands:

1. Extensive computer work/repetitive motions.
2. May require lifting to 25 pounds.

Mental Demands:

1. Attention to deadlines.
2. Ability to multi-task.
3. Ability to understand complex social service programs.
4. Ability to self-manage.
5. Ability to handle multiple and un-planned activities and schedule changes.

Working Conditions:

1. Independent/solitary work as well as work within an office and group setting.
2. Private or shared office space in central office.