



Nevada | Placer | Sacramento | Sierra | Sutter | Yolo | Yuba Counties

CASE MANAGER

FULL and/or PART TIME, NON-EXEMPT

GRADE: 16

Effective 6/24/22 (revised 3/24/2026)

The mission of the Agency on Aging Area 4 (AAA4) is enriching the lives of older adults and people with disabilities by **FOSTERING** networks of support, **ADVOCATING** for individual choice, **COLLABORATING** with others, **ENSURING** equity, and **STRIVING** to do so with conviction.

Formed as a Joint Powers Authority to serve Nevada, Placer, Sacramento, Sierra, Sutter, Yolo, and Yuba Counties, AAA4 is a Public Agency with non-profit status. Funded by monies from the Older Americans Act (OAA) and various grants, AAA4 creates, supports, and monitors a wide variety of programs for older adults and people with disabilities designed to help them maintain their health and independence. In 2023 the Agency celebrated 50 years of delivering its mission of supportive service to its communities.

AAA4 shares responsibility for the delivery of the services of various Aging and Disability Resource Connections (ADRCs) and is committed to providing warm handoffs to those who reach out for assistance, embracing the No Wrong Door philosophy of client care.

CASE MANAGER

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Under the supervision of a Program Manager, the Case Manager (CM) assures the provision of the ADRC Long-Term Services and Supports (LTSS) four core services – Enhanced Information and Assistance, Short-term Crisis Intervention, Options Counseling, and Transition Support (hospital to home and nursing home to home) – using a person-centered approach. The CM provides information and referral services, meets with consumers to complete service intakes, and provides options counseling and short-term service coordination, working with a wide array of public and private partner agencies to function as a single connection to care through a “warm handoff” to the appropriate level of support. Working either within the ADRC programs or within other AAA4 person-centered programs, the CM initially will have a particular program as a priority assignment and may change and/or share assignments according to Agency needs. The CM also assists in triaging calls received at the Agency’s public counter.

General knowledge, skills, and abilities

- Understanding of the normal aging process and the common needs/concerns of older adults, people with disabilities, and their caregivers
- Basic knowledge of the Older Americans Act and Title 22 of the California Code of Regulations
- Ability to communicate effectively and professionally in person, electronically, and/or by telephone
- Excellent organizational and time management skills
- Ability to identify concerns, assess, and problem solve with the general public, stakeholders, fellow employees, and volunteers, to ensure a satisfactory resolution of requests for service
- Computer skills to maintain and report data, work with web-based systems, use Microsoft Office 365 (Windows, WORD, Outlook, and PowerPoint), use Microsoft Teams, and work in Adobe Acrobat and Docusign
- Ability to perform, organize, and prioritize work independently
- Ability to work as a member of a team to assure project completion within defined timelines

- Ability to establish and maintain working relationships with individuals from diverse backgrounds
- Ability to work on-site, to telecommute, to work in the field, and attend special events or off-site training and conferences that also may require travel that includes overnight, out-of-town lodging
- Ability to operate with a high level of discretion and strictly adhere to confidential information policies and procedures
- Ability to be flexible and resilient in the face of competing demands and changing deadlines

Job specific knowledge, skills, and abilities

- Comprehensive understanding of LTSS and the functions and interactions of the network of community services, in-home services, and residential services
- Familiarity with Social Security, Medicare, and Medi-Cal (Medicaid)
- Working knowledge of the principles and practices of person-centered counseling and interviewing
- Ability to design and implement program policies and procedures in a team-oriented environment
- Ability to anticipate and proactively address potential impediments to the successful delivery of program services
- Skilled at helping consumers define their needs and at diplomatically gaining their acceptance of appropriate options available to best meet their needs and at following up to ensure those needs are being addressed
- Skilled at patient and persistent problem-solving
- Ability to create and maintain accurate, timely, comprehensive, and confidential records
- Ability to assist with marketing, promoting, and conducting community outreach efforts to advance awareness of the ADRC and its programs and others

Additional requirements

- Required to successfully pass a background check which includes fingerprinting
- Required to be a Mandated Reporter
- Required to maintain the licensure/certification required of the position for the duration of employment with the Agency
- Required to have, if driving on behalf of the Agency, a valid California Driver License, have regular access to a passenger vehicle, and to maintain proof of current automobile insurance
- Required to be accessible electronically during work hours if working away from the office

Employment Qualifications

- Graduation from an accredited 4-year college or university with major course work in Gerontology, social work, social planning, or a closely related field (preferred)
 - Master of Social Work or Gerontology (highly preferred)
- OR**
- Any combination of education and experience that could provide the required knowledge and abilities that would demonstrate ability to discharge the duties of the position effectively and compassionately.

License/Certification: Bilingual and biliterate preferred, but not required.

Alliance of Information and Referral Services (AIRS) Certification may be required after hire.

Physical demands

While performing the duties of this job, the employee is regularly required to sit, stand, walk, twist, and stoop; use hands and arms to grasp and reach; to talk and hear. The employee must occasionally lift and/or move up to 50 pounds (NIOSH application). Required vision abilities include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. Reasonable accommodation will be made to enable individuals with disabilities to perform the essential functions.