

Care Manager Assistant

Job Posting

General Statement of Duties:

The Care Manager Assistant is a full time 35hr/wk position that is supportive of the entire CHCP unit and based on related responsibilities, this an in-office position. CMA's may need to interact directly with clients upon direction in-office and in the field to:

- Creates, updates and produces clients' charts.
- Responds to phone and/or email inquiries concerning the CHCP within confidentiality guidelines.
- Greet any visitors that come into the office, whether they be clients, family or providers, to help with onsite assistance and guidance for support.
- Scan provider reports or any relevant case documentation that needs to be digitized.
- Process incoming USPS mail for urgency, sort, scan and file the document in the client record.
- May participate in development of reports, monitoring of services and setting up meetings.
- Works with Care Managers to ensure files are complete including all communication documents relevant to their care/environment.
- May work directly with clients under the supervision of Care Managers in completion of eligibility documents in-office, in the field or electronically as needed.
- May provide support in crisis management, assist with mandated reporting, referring direct care services and monthly monitoring contacts as directed by Care managers or supervisors.
- Acts as an administrative liaison with field offices and personnel.

Qualifications:

BA/BS degree preferred but not required with at least two years of demonstrated experience in a work environment that includes service delivery. Familiarity with computers required, including Excel program, as well as capacity to carry a laptop. Candidates must be willing to work full time on site from the office with the potential need to work in the field. Car and valid driver's license required; travel is required. Spanish speaking strongly preferred. Mail or email resume to Carla Gilbode, WCAAA, 84 Progress Lane, Waterbury, CT 06705 or cgilbode@wcaaa.org.

Salary Range: \$35,000-\$36,000

WCAAA is an equal opportunity employer.