Community Service Programs of West Alabama, Inc.

Job Description

Position Title: Case Manager – Cardiovascular Support Program

Department: Supportive Services

Reports To: Director of Supportive Services

Employment Classification: Regular, full-time, Non-Exempt, Non-Safety-Sensitive

Grade/Salary: $40,000 annually (Grant-Funded – 2 Year Position)

Summary of Duties and Responsibilities

The Case Manager is responsible for providing comprehensive case management and supportive services to individuals and families participating in the Community Cardiovascular Support and Stability Program (CCSSP). The position focuses on addressing social determinants of health, improving access to care, and supporting individuals with cardiovascular-related conditions such as hypertension and high cholesterol.

The Case Manager will assist clients in achieving stability through coordinated services including prescription assistance, nutrition support, transportation, and energy assistance. This role is essential in helping the agency meet program goals related to improved health outcomes, increased access to care, and enhanced client self-sufficiency.

Essential Duties and Responsibilities

(other duties may be assigned by the supervisor)

- Conducts client intake, eligibility determination, and comprehensive needs assessments.
- Develops individualized service plans to address client needs related to cardiovascular health and overall stability.
- Provides ongoing case management, follow-up, and monitoring of client progress.
- Assists clients with accessing services including prescription assistance, utility/energy assistance, transportation, and nutrition support.
- Coordinates referrals with healthcare providers, pharmacies, and community partners.
- Conducts follow-up activities including home visits, appointment reminders, and wellness checks as appropriate.

- Supports client adherence to medical recommendations, including medication compliance and appointment attendance.
- Assists with distribution and education related to blood pressure monitors and other program resources.
- Participates in community outreach efforts, workshops, and wellness events.
- Provides basic health education reinforcement related to nutrition, heart health, and chronic disease management.
- Maintains accurate and timely documentation of all client interactions, services, and outcomes.
- Tracks program data and assists with reporting requirements in accordance with grant and agency guidelines.
- Ensures compliance with all agency policies, procedures, and funding source requirements.
- Works collaboratively with program staff, including the Associate Director of Supportive Services, to ensure effective service delivery.
- Attends staff meetings, trainings, and other meetings as required.
- Performs other duties as assigned by the Director of Supportive Services and/or Associate Director of Supportive Services.

Supervision Structure

The Case Manager reports directly to the Director of Supportive Services. Day-to-day supervision, guidance, and task oversight are provided by the Director of Supportive Services and/or Associate Director of Supportive Services.

Qualifications: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Education and Experience:

Bachelor's degree in Social Work, Public Health, Human Services, or working toward related credential, or; 5 or more years of experience in case management or social services.

- Experience working with underserved populations preferred.
- Strong communication, organizational, and time management skills.
- Ability to manage multiple clients effectively.
- Basic computer and data entry skills.

Certificates, Licenses, Registrations:

- Valid Driver's License with liability insurance.
- Reliable transportation.

Language Skills:

- Ability to communicate effectively with diverse populations.
- Ability to communicate clearly both orally and in writing.

Mathematical Skills:

- Ability to perform basic mathematical functions.

Reasoning Ability:

- Ability to assess client needs and make appropriate referrals.
- Ability to problem solve and make sound decisions.

Other Skills and Abilities:

- Ability to develop effective working relationships with staff and clients.
- Regular and predictable attendance.
- Ability to work independently.
- Ability to meet deadlines.
- Sensitivity to multi-cultural populations.

Physical Demands: *The physical demands listed are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities previously mentioned.*

While performing the duties of this job, the employee is required to sit, stand, walk, talk, and hear. The employee must be able to operate a motor vehicle and travel within service areas.

Work Environment: *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals to perform the essential functions.*

Work is performed in both office and field settings, including client homes and community locations. The employee is expected to operate standard office equipment and a personal vehicle.

This job description is not intended to be all-inclusive. Additional duties may be assigned.

The information contained in the job description is for compliance with the American with Disabilities Act (ADA) and is not an exhaustive list of the duties performed for this position. Additional duties may be assigned by the supervisor.