



## Job Description

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| <b>Job Title</b>       | <b>Case Aide</b>                                                                                                                  |
| <b>Program / Dept.</b> | COPES Case Management                                                                                                             |
| <b>Reports To</b>      | COPES Case Management Program Director                                                                                            |
| <b>Location</b>        | Island Senior Resources, Oak Harbor, WA 98277                                                                                     |
| <b>FLSA Status</b>     | Non-exempt                                                                                                                        |
| <b>Wage</b>            | \$23.33-\$25.25 DOE                                                                                                               |
| <b>Schedule</b>        | Part-time, 20 hours/week, Monday–Friday (hours TBD)                                                                               |
| <b>Benefits</b>        | 12 Paid Holidays, Vacation & Sick Leave, Life Insurance, Public Service Loan Forgiveness Eligibility, Employee Assistance Program |

### TO APPLY

Send your application and cover letter to:  
**reception@islandseniorservices.org** with ‘*Case Aide*’ in subject line.

Applications can be printed from our employment page:

<https://senior-resources.org/about/employment/>.

Open until filled.

## Position Summary

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Supports the COPES Case Management Team so eligible clients can safely remain in their own homes. Responsibilities include managing case files and databases, assisting with client service plans, making referrals, and supporting service providers. Provides backup reception/intake coverage when needed. Primary work location is Oak Harbor, with occasional work in Langley office.

## Essential Duties

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### Client & Provider Support

- Respond to client, family, and provider questions or issues when case managers are unavailable.
- Assist in implementing client service plans under case manager’s guidance.
- Make referrals to community partners, requests medical records.
- Support Individual Provider contracting, orientation, training, and payment issues; partner with NWRC and community partners on resolution.

### Data & Administrative Support

- Maintain case files, databases, and payment documentation; run reports and queries.
- Document client and community contacts in database systems.
- Process Exception to Rate requests per protocol.

- Coordinate Regional Core Training logistics: scheduling, registration, attendance tracking.
- Support field staff and supervisors: visit schedules, home-visit materials, mail processing, forms.
- Other duties as assigned.

### **Cross-Coverage**

- Provide backup reception/intake coverage greeting clients during absences or peak demand: answering phones/emails, and screening and triaging requests.

### **Qualifications**

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#### **Required (any one)**

- Two years of college level courses in a relevant field; AND three years' experience in social services and/or in a support staff function; OR
- Bachelor's Degree in social services or related field; AND one year of experience in social services and/or in a support staff function; OR
- An equivalent combination of education and experience, totaling five years, which provides the skills, knowledge, and ability to perform the work.
- Experience working in human services setting preferred.

#### **Preferred**

- Experience serving older adults and/or people with disabilities.
- Bilingual.

#### **Knowledge, Skills & Abilities**

- Strong organizational skills.
- Accurate, detail-oriented data entry skills.
- Proficient with standard office equipment and software (MS Office, Teams, SharePoint, databases); quick to learn new systems.
- Strong customer service, oral, and written communication skills
- Able to de-escalate difficult situations and maintain confidentiality (HIPAA and agency policy).
- Sound judgment, patience, and cultural competency with a diverse client base.

#### **Special Requirements**

- Ability to pass a background check.

#### **Working Conditions & Physical Requirements**

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Office environment. Requires mobility for office equipment use and lifting up to 30 lbs. Must be able to hear and communicate to perform essential functions. Occasional hours beyond the standard schedule may be needed for events or meetings. Oak Harbor is primary worksite with some duties at Langley office as needed.