



Class Code: 2673

CLASS TITLE | CARES CASE COORDINATOR

PAY GRADE: AT-32 | www.cityoftulsa.org/pay

Effective Date: 01/15/2025

PURPOSE OF THE CLASSIFICATION: Under general direction of the Community Assistance Referral and Education Services (CARES) Case Coordinator is responsible for managing client case assignments, working and meeting with community partnerships to discuss resources and care plans, assisting with the creation of social work programs, analyzing and interpreting data looking for improvement opportunities and producing reports; and performs other related duties as assigned.

ESSENTIAL TASKS:

- Manages client case assignments and referred clients assigned by program lead to direct client care
- Performs in-home client assessments and follow-ups to navigate Social Determinants of Health care plans
- Utilizes data gathered during assessments and navigation to improve healthcare service delivery
- Evaluates best practices, identify, and assess operation improvement opportunities
- Communicate and document work processes through software platforms with partners and community resources
- Complete reports, tracks findings, and presents findings to management and other groups, as requested
- Attends community partnership meetings to navigate client care plans
- Participates in community events, programs, and community outreach events to provide and inform of services offered by the CARES program
- Assists in the development and training of interns from social work programs
- Oversees the assignment of duties, provides guidance, training, development, coaching, technical direction, and reviews and monitors quality of work
- Reports to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must meet the following criteria:

- (a) Completion of one hundred and twenty (120) hours from an accredited college or university in psychology, social work, or a closely related field; **and**,
- (b) Two (2) years of experience relevant to the essential tasks listed in this job description

Knowledge, Abilities and Skills:

Knowledge of:

- Various mental health settings and ancillary services
- Trends and developments in the mental health field

Ability to:

- Lead group meetings and make presentations
- Work in multiple environments
- Identify community disparity needs and develop plans to address them
- Prepare reports and briefing documents
- Prioritize tasks and manage multiple responsibilities simultaneously
- Work independently and as a team



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- Work professionally and effectively with individuals of diverse, social, cultural, and economic backgrounds
- De-escalate and work with individuals who may be disruptive or angry

Skill in:

- Verbal and Written communication
- Active listening
- Task management
- Developing care plans
- Organizing, compiling, and recording data
- Time management
- Operating office equipment

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use office equipment; subject to sitting, standing, bending, reaching, and walking; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Driver license

WORKING ENVIRONMENT: Working environment is primarily indoors and occasionally outdoors; requires traveling to various locations; and may be exposed to extreme temperatures, inadequate lighting environmental conditions (disruptive people, imminent danger, threatening environment, and may have minimal exposure to narcotics)

EEO Code: N-05

Group: Clerical and Administrative

Series: General Administrative