



Southern Arizona's Premier Social Service Agency

Old Pueblo Community Services is an EOE/M/F/VET/DISABILITY Employer

Case Manager Coach

All Programs

“safety sensitive job”

Safety sensitive position is a job or position where the employee holding this position has the responsibility for his/her own safety or other people's safety. An employee has to be with clear mind and diligent while occupying such positions.

The Case Manager Coach provides ongoing support and training to OPCS Case Managers. This position will provide one to one Coaching for staff at new hire and throughout employment to ensure Case Manager duties are delivered professionally, effectively and in an efficient manner. The Case Manager Coach will be based out of the Administration office but expected to travel to OPCS properties for staff coaching.

Employee Benefits

Competitive Salary , Employer Subsidized Health Insurance for Employee **and Family**, Employer Matching 401 (k) plan (after 1 year), Employer Subsidized Dental Plan and Vision Plan, Paid life insurance, Employer Paid Training, 136 Hours Paid Time Off (PTO) Per Year

Selected by the Tucson Metro Chamber of Commerce as the best non-profit for Workforce Development in 2019, and Outstanding Non-profit in 2014.

Duties and Responsibilities:

1. Provide one to one coaching to new hires covering roles & responsibilities, policy & procedures and all facets of Case Management for clients.
2. Coordinate with QM staff to provide CT|One orientations and trainings.
3. Oversee accuracy of entries and exits in CT|One.
4. Promote efficient overall operations of Case Management services to OPCS clients across the agency.
5. Attend to the training and coaching needs of Case Management staff as they arise.
6. Update COO on a weekly basis on staff updates and progress in Case Management.
7. Facilitate training and procedure implementation for OPCS Case Managers.
8. Attend weekly meetings with supervisory staff, as required.
9. Attend additional training/education to continue to improve skills and provide quality client services.
10. Demonstrate flexibility in completing assigned tasks to improve team performance, as needed.
11. Complete other duties as assigned.

Qualifications: Bachelors' Degree in area of Social Services or equivalent education, training and social service experience working within community organizations. Competence in providing Case Management services with homeless populations. Ability to use motivational interviewing techniques and harm reduction and housing first principles while providing client services. Must be strongly motivated, show initiative and exercise critical thinking skills. Must have proven leadership and team building skills. Self-starter committed to a team approach, responsible and dependable. Strong communication, administrative and interpersonal skills. Advanced Microsoft Office skills required (Word, Outlook, Excel, and PowerPoint). Valid Arizona driver's license, proof of auto insurance and reliable transportation. Proven competence with documentation in EHR. Possess and maintain valid CPR/First Aid Certification. Creativity and flexibility in assuming

Job Status
Full Time

Pay Rate
\$16.88 - \$21.10

Pay Comments
Salary based on experience.

We are willing to train those who are passionate about helping people and willing to go the extra mile to help the client.

Mail Resume/Application to:

Ms. Jeanie Pike
HR Director
Old Pueblo Community
Services
4501 E. 5th St.
Tucson, AZ 85711

Email Resume/Application to:
hr@helptucson.org



Employment References, drug screen and background check is conducted pre-employment.

significant responsibility. Ability to set priorities, meet deadlines and work flexible hours. Experience working in racially, ethnically, and socio-economically diverse urban communities.