



Job Title:	Care Management Assistant	Job Category:	Non-Exempt/Hourly
Department/Group:	Home Care (Non-Medical)	Job Code/ Req#:	PCA2
Location:	Arizona	Travel Required:	Yes (local transportation/driving as needed)
Level/Salary Range:	Starting \$22/hr DOE	Position Type:	Full-time / Part-time / PRN
Reports to:	Care Manager, Certified		

Job Description

Overview

The Care Management Assistant provides support to the Care Manager, Certified in coordinating and implementing services for older adults and other clients receiving professional care management services. The Care Management Assistant works under the supervision and direction of the Care Manager, Certified and assists with routine client visits, follow-up, coordination, documentation, quality-control activities, appointments, errands, and other client-related needs.

The position is currently primarily work-from-home with community-based responsibilities throughout the Tucson area and the possibility of some office hours. Work hours are flexible and based on client and agency needs rather than a traditional fixed schedule.

Definitions

Care Management Assistants may also be referred to as: Care Coordination Assistants, Care Management Support Specialists, Client Care Coordinators, Care Services Coordinators, Care Coordination Specialists, etc.

Role and Responsibilities

- Conduct routine client visits and check-ins as assigned by the Care Manager.
- Conduct quality-control visits for clients receiving in-home care and report observations and concerns to the Care Manager.
- Accompany clients to medical appointments and other appointments as assigned.
- Assist with follow-up with physicians, pharmacies, healthcare providers, facilities, insurance companies, and community resources.
- Pick up and deliver prescriptions and other client-related items.
- Assist with coordinating schedules, appointments, transportation, services, resources, and other client needs.
- Research services, providers, community resources, and other information as directed.
- Communicate professionally with clients, families, caregivers, providers, facilities, and other involved parties.
- Complete timely and accurate documentation of visits, communications, activities, and follow-up.
- Carry out care-management tasks and follow-up under the supervision and direction of the Care Manager.
- Observe and promptly report changes, concerns, or potential problems to the Care Manager.
- Assist with short-notice, urgent, or unexpected client and agency needs when available.
- Maintain client confidentiality and comply with applicable agency policies and procedures.
- Perform other related duties as assigned by the Care Manager.
- The position may also provide occasional direct client support or caregiving coverage when needed based on agency and client needs.

Professional assessment, care planning, and independent care-management decision-making remain the responsibility of the Care Manager.

Knowledge, Skills and Abilities

- Knowledge of personal care and home management skills.
- Knowledge of principles and processes for providing client and personal care services, including needs determinants, meeting quality standards and evaluation of client satisfaction.

- Knowledge of the English language.
- Knowledge of basic information and techniques for responding to injuries and emergencies, including first aid and CPR.
- Knowledge of clerical procedures such as maintaining records and completing forms.
- The ability to competently assist clients with their activities of daily living.
- The ability to be aware of other people's reactions and understanding why they react as they do.
- The ability to establish and maintain relationships.
- The ability to teach others.
- The ability to listen actively.
- The ability to identify problems and determine effective solutions.
- The ability to apply reason and logic to identify strengths and weaknesses of possible solutions.
- The ability to monitor and assess themselves, clients and effectiveness of service.
- The ability to understand and execute written and oral instructions.
- The ability to communicate information orally and in writing so others understand.
- The ability to work independently and in cooperation with others.
- The ability to determine or recognize when something is likely to go wrong.
- The ability to suggest a number of ideas on a subject.
- The ability to perform activities that use the whole body.
- The ability to handle and move objects and people.
- The ability to observe and recognize changes in clients.
- The ability to establish and maintain harmonious relations with clients/families/co-workers.

Physical and Mental Demands

- Ability to safely perform the essential functions of the position, with or without reasonable accommodation.
- Ability to perform the physical functions required for assigned duties, including standing, walking, reaching, stooping, kneeling, crouching, and assisting clients as needed, with or without reasonable accommodation.
- Ability to remain calm, exercise sound judgment, and function effectively in stressful or changing situations.

Qualifications and Education Requirements

- At least 18 years of age
- High School Diploma or GED required
- Current driver's license, reliable transportation, and proof of automobile insurance
- Ability and willingness to travel locally throughout the Tucson area as needed
- Successfully pass required criminal background screening, including applicable state/federal, registry, and exclusion checks
- Preemployment and/or random drug testing as required by agency policy
- Current First Aid and CPR certification, or ability to obtain within the required timeframe
- Current TB test or ability to obtain within the required timeframe
- Ability to successfully complete required preemployment skills, knowledge, and/or practical assessments
- Ability to use email, online portals, document scanning/uploading, video conferencing, and common office software
- Access to a reliable computer, internet connection, telephone, and other equipment necessary to perform remote administrative work

Minimum Training and Experience

- Relevant education or experience in healthcare, social work, human services, gerontology, behavioral health, care coordination, case management, caregiving, healthcare administration, or a related field; or
- An equivalent combination of education, professional experience, and transferable skills demonstrating the ability to perform the responsibilities of the position
- Demonstrated ability to communicate professionally, maintain accurate documentation, organize multiple responsibilities, follow instructions, and complete assigned follow up independently

Preferred Training and Experience

- Associate degree or higher in Social Work, Human Services, Gerontology, Healthcare Administration, Psychology, Sociology, Public Health, Nursing/Health Sciences, or another related field
- One or more years of experience in care coordination, case management, healthcare, senior services, behavioral health, human services, caregiving, or a related setting
- Experience working with older adults, individuals with disabilities, clients with complex needs, or family caregivers
- Experience coordinating appointments, services, referrals, transportation, medical follow up, or community resources
- Experience with healthcare documentation, electronic records, insurance or provider follow up, or other healthcare administrative functions

Reviewed by:	A. Russell	Approved by:	A. Russell
Last Update:	01/10/2026	Approval Date:	10/08/2025