



## **Job Description**

Position Title: Case Manager

Non-exempt

Reports to: Local Program Coordinator

Supervisory Responsibilities: None

### **SUMMARY:**

Assist adults with disabilities, older persons and family caregivers to assess their needs, screen for and assist persons to access and arrange needed in-home and community services or authorize and maintain in-home and community based services to: (1) maintain their independence in the community; (2) be diverted from nursing home or other institutional settings (3) make a timely return home following a short hospital or residential stay; and (4) remain at home with support despite functional impairments. Develops and administers a service plan which will result in maintaining the client at the highest level of independent living possible while still addressing the issues which arise in acute situations.

### **ESSENTIAL FUNCTIONS:**

- Provides information by phone, email, mail, or in person, in the office or through outreach activities to older persons, adults with disabilities, and their family caregivers regarding evaluation of and solutions to problems, service needs, and resources available in the community.
- Utilizes computerized database to provide information, assistance, and referral services and to document application, eligibility and authorization.
- Screens applicants for appropriate type of service and eligibility information and makes referrals as necessary.
- Perform comprehensive functional assessments and reassessments for clients.
- Development of an appropriate plan of care to assist client with identified outcome objectives.
- Short-term and long-term intensive service plan implementation, including payment for some program services.
- Resolution of client directed concerns with service delivery quality.
- Coordination with providers of client services.
- Termination planning and follow-up.
- Utilize in-house nursing staff for case consultation, service plan development and provider oversight.
- Maintenance of manual and computerized client records.
- Coordination of services with other community service providers including mental health and disability service organizations.
- Gives community education presentations and staffs information fairs.

### **Knowledge, Skills, and Abilities:**

- Knowledge of local in-home and community options and resources for the elderly and adults with disabilities and their caregivers.
- Direct functional assessment, service planning and implementation experience.
- Ability to research and propose solutions to a variety of problems presented by clients.
- Ability to function in a multi-lingual, multi-cultural environment, including providing service with

- use of interpreters.
- Ability to travel to and from client's homes and other community agencies which might not be ADA accessible.
- Ability to maintain paper and electronic records and files of clients and services provided and to report those accordingly.
- Work effectively with colleagues and other customers by practicing punctuality, respect for deadlines, collaborative problem solving and honest communication.
- Ability to work effectively as a team member with a wide range of diverse staff and community members and to establish and maintain effective working relationships.
- Ability to work independently in the field.
- Ability to work under pressure, within short timelines to implement service plan.
- Ability to communicate verbally in the English language in face-to-face one-on-one settings, in group settings, by personal computer, or using a telephone.
- Ability to produce written documents with clearly organized thoughts using proper English sentence construction, punctuation, and grammar.
- Display empathy and positive regard for others in written, verbal and non-verbal communications.
- Computer and software skills including Word, Excel and database systems; ability to operate general office equipment; work at a desk using phone and computer for up to a full day's work schedule.
- Experience using motivational interviewing or other empowerment-based approaches is desired.
- Bilingual Spanish preferred

#### **Minimum Qualifications:**

- Bachelor's degree in Social Work, Social Science, Gerontology, Psychology, Counseling, or related fields
- Two years of direct service case management or social service program experience preferred. (Experience may be paid or volunteer experience within a social service agency.)
- Possession of a valid driver's license and minimum state-required vehicle insurance and have use of reliable transportation.
- Successful completion of criminal background check

#### **Working Conditions and Physical Effort:**

- While performing assessments in varied residential environments, the employee travels by automobile and is exposed to changing weather conditions.
- A portion of the work is in a typical interior/office work environment.
- While performing the duties of this position, the employee is regularly required to talk, hear, stand, walk, sit, stoop, use hand to finger, handle or feel objects, tools, or controls, grasping and reach with hands or arms.
- The employee occasionally lifts or moves up to 25 pounds and/or a negligible amount of force frequently or constantly to lift, carry push, pull or otherwise move objects.
- Specific vision abilities required by this job include close vision and the ability to adjust focus. Repetitive motions to operate computer equipment while typing on keyboard and viewing computer screen.

- Duties are performed in an office setting and include daily home visits to clients and their families where conditions of the home environment may not be always be ideal or predicted.
- Some homes are potentially hazardous, to include unrestrained animals, inadequate housing situations, clients or family members with hostile behaviors.
- Driving conditions may be in rural settings and case managers may have home visits scheduled during inclement weather.
- Requires being to work in a timely fashion, able to respond to public with good customer service skills, ability to exercise good judgment as it relates to client care, following rules and regulations.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Revised Date: February 8, 2016**

*The statements contained herein reflect general details as necessary to describe the essential functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload.*

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*SE WA ALTC ensures equal employment opportunities regardless of a person's sex, race, national origin, religion, age, disability, marital status, creed, political belief, sexual orientation, veteran's status or any other protected status under federal or state statute. Disabled applicants may request accommodation to participate in the job application and/or selection process for employment. In compliance with the Immigration Reform and Control Act of 1986, SE WA ALTC will only hire United States citizens and aliens lawfully authorized to work in the United States.*