

CJE SeniorLife
JOB DESCRIPTION

Position Title: MSW-Care Manager II

Reports To: Director of Community Services

Position Summary

In accordance with the Agency Mission and core values through prescribed procedures and established quality professional care standards, care managers provide a service that coordinates and links care across community-based health and social services organizations, provides advocacy, and support. The goal of the Care Management program is to promote the safety and well-being of older adults in the community so that they can remain independent for as long as possible.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Maintains a complex caseload of clients.
- Conduct in home comprehensive assessments with older adults and their caregivers to determine their needs and develop, implement and maintain an appropriate care plan and service delivery.
- Utilize a person-centered approach for healthcare management, provide options, advocacy, maximize resources, and coordinate care.
- Assist seniors and their support systems in managing medical conditions and psychosocial issues more effectively, with the aim of improving functional health status, enhancing the coordination of care, and eliminating the duplication of services.
- Initiate, coordinate and maintain home care services that provide assistance with ADL; dressing, bathing, grooming, feeding, mobility, transferring, and medication management. IADL; housekeeping, meal preparation, shopping and laundry.
- Collaborate with Consumer Assistance for emergency food and financial assistance, transportation, and enrollment in benefits.
- Provides assistance in linkage and advocacy relating to provision of services for those receiving State-funded services through CCP/MCO
- Advocates for the older adult both in the community and, as needed, during transitions between hospital/rehab/home.
- Documents cases according to the Standards and Policy in a timely manner including initial assessment, changes in goals and services, clinical case notes, and reassessment at specified intervals.
- Participates in group supervision/consultation in order to enhance the quality of practice.
- Works in an autonomous manner; when appropriate promptly seeks supervision and consultation to address at-risk situations (including suspected elder abuse/neglect, self-neglect, and risk of harm to self or others).
- Maintains statistical records and performs other record keeping functions as required by the Agency.
- Participates in program planning and development.

- Based on need, may participate in outreach activities to generate referrals for Care Management Program.
- Provides efficient and effective services to clients which meet Agency's Standards.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Knowledge of both aging process and human behavior.
- Willingness and ability to travel to and from client/family/caregiver/community appointments throughout the CJE SeniorLife service area as needed.
- Ability to follow directions and to use and maintain records appropriately.
- Excellent communication and interpersonal skills.
- Ability to use the Agency's computer system and personal computers as is necessary to perform the essential duties and responsibilities of the position.
- Ability to organize workload appropriate to the position.

Education and/or Experience

- Graduate of an accredited four year college or university with a degree in gerontology, health, social work or other related area. Minimum of two (2) years of experience in a human service field, or
- Graduate of a master's level professional program with a degree in social work or related field (e.g., counseling, gerontology).

Certificates, Licenses, Registrations

License not required, but licensed professionals (e.g., L.S.W. or L.C.S.W.) are expected to maintain professional licensure and standards, including completion of CEUs.

CUSTOMER SERVICE

Displays behavior that creates a customer service culture at CJE by understanding the needs of our clients and customers and demonstrating a strong bias toward service, quality and customer satisfaction.

CJE Values

All staff should demonstrate the CJE Values in their behaviors and work practices.

Respect—We recognize, honor and acknowledge the inherent value of each person for their wisdom, their culture, their background and their unique history.

Advocacy—We encourage public policy which will benefit our clients by educating ourselves and the community. Furthermore, we give voice to our clients needs and facilitate a positive action on their behalf.

Compassion—We treat everyone with caring, sensitivity, understanding, and supportive responsiveness.

Intention—We approach our work and each task with mindful consideration as to what we are doing and why we are doing it, as individuals and as an agency.

Accountability—We are responsible individually and as an Agency for honest, accurate work and interaction with others. We plan strategically and provide measurable quality care with clear fiscal and ethical responsibility.

Innovation—We continue to advance our knowledge and strive to develop, evaluate and implement new and advanced programming and models of care to bring benefits to our clients, community and broader older adult/health care environment.

This position has responsibility for HIPAA compliance in the execution of duties as well as for assuring that subordinate department members are HIPAA trained and compliant.