



Job Description

POSITION TITLE: Care Manager

DEPARTMENT: Caregiver Resource Center

Full time, 30 hours a week.

Hours subject to change as speaking engagement and additional advocacy responsibilities are added.

SCOPE OF RESPONSIBILITIES:

This position is responsible for managing the Caregiver Resource Center services. These services include information and referral, Case Consultations for Family Caregivers, facilitating Caregiver Support Groups, managing caregiver grants, the In Home Geriatric Assessment Program, and general senior advocacy services.

This position includes all areas of advocacy including, but not limited to housing, legal issues, health issues, government benefits, senior programs, adult protective services, elder abuse, health insurance, Medicare and Medi-Cal programs and other government assistance programs.

Services are provided by office appointment, phone or Zoom contact, and on a limited basis with personal visits for the homebound.

The Care Coordinator is called upon to represent Senior Concerns in public speaking engagements and to interface with other senior service organizations. The position includes recordkeeping and coordination of services on behalf of clients served within these programs. This position is responsible for community outreach, program marketing, program operations, grant compliance, and community partnerships.

This position will have primary office space located inside the Senior Concerns Center in Thousand Oaks and will report to the Director of Programs at Senior Concerns. Depending on client and grant needs this position may also have office hours located in the Simi Valley Senior Center.

Reports to: Director of Programs

ESSENTIAL JOB RESPONSIBILITIES and DUTIES: INFORMATION AND REFERRAL

1. Provide one on one Care Consultation appointments with family caregivers to help them understand resources and support, access grants if appropriate, and create a care plan of their needs.
2. Maintain accurate case notes on a case management data program.
3. Provide comprehensive in-home assessments and reports for the Geriatric Assessment Program.
4. Maintain contact with other agencies that provide services to seniors.

5. Provide assistance to seniors to help them take advantage of services and benefits to which they are entitled.
6. Fully understands the rules regarding government/public services and is able to explain them clearly to the client; remains current on changes.
7. Keeps current on appropriate application forms and changes in eligibility requirements. Provides assistance with form completion for medical assistance programs, letter writing for resolution of miscellaneous problems, preparation of Social Security and Medicare appeals.
8. Effectively facilitate caregiver support groups in the community.
9. If HICAP trained, counsel on health care options, long term care insurance and Social Security and Medi-Cal eligibility.
10. Refers and books appointments as necessary with Senior Advocate, Legal Concerns or Financial Concerns.
11. May be asked to fill in for Senior Advocate in times of vacation or sickness. This may be off site at the Goebel Center in Thousand Oaks or the Simi Valley Senior Center or the Agoura Parks and recreation Center.
12. Record statistics accurately regarding type and number of client contacts according to grant and management guidelines.
13. Presents educational seminars providing programs to the public and government agencies on topics including but not limited to: healthcare options, financial decisions, caring for aging parents, placement options, services and assistance available to seniors, and changes in government programs. Will create seminar schedule, book speaker and coordinate marketing materials.
14. Schedule Financial and Legal Concerns appointments.
15. Oversee the Memory Concerns programs including the intake, scheduling, and communication with the neuropsychologist.
16. Plan and facilitate early memory loss education and support group.
17. Develop outcomes/goals for the Case Manager position in conjunction with President.

ESSENTIAL JOB RESPONSIBILITIES and DUTIES: CLIENT ASSISTANCE

1. Identify and assess the needs of the client through the assessment process accurately and quickly.
2. Maintain a professional, sensitive and caring relationship with the client.
3. Display flexibility in both organizing time and working with clients.
4. Maintain confidentiality regarding clients and their records.

ESSENTIAL JOB RESPONSIBILITIES and DUTIES: PUBLIC RELATIONS

1. Create positive relationships with senior service providers.
2. Market and promote the Caregiver Resource Center programs within the community.
3. Demonstrate enthusiasm for working with seniors and working at Senior Concerns.
4. Demonstrate good communication skills in dealing with clients, community agencies and in presentations.
5. Always present a professional appearance.

QUALIFICATIONS and EXPERIENCES

1. Must have knowledge and experience with older adult development.
2. Must have knowledge and experience with family caregivers of seniors.
3. Must have knowledge of local senior resources and the ability to access resources.
4. Must possess an even-tempered disposition, which displays patience and understanding of frail elderly.
5. Must understand the needs of the elderly
6. Must be sensitive to the needs of family caregivers.
7. Must demonstrate excellent interpersonal and communication skills.
8. Must be well organized and detail oriented.
9. Must demonstrate patience when dealing with distressed clients and have the ability to remain calm and impartial.
10. Must have excellent instructional skills.
11. Must have verbal and written fluency in English. The ability to speak Spanish is preferred.
12. Must have demonstrated personal effectiveness and efficiency by analyzing, coordinating, synthesizing information.
13. Must be able to maintain confidentiality in all situations.
14. Must have demonstrated proficiency with PCs including Excel PowerPoint and Word, and work with Audio Visual Equipment like projectors.

EDUCATIONAL and other REQUIREMENTS:

1. Bilingual English/Spanish preferred.
2. Must have a Bachelor's Degree in psychology, sociology, social work, gerontology, counseling and guidance or a related human services field with experience in management of a human services delivery system, or care and supervision of older adult services/program; working with seniors and family caregivers. Master's in Social Work or working towards MSW is strongly preferred.
3. Must hold a current CPR/First Aid Certificate or be willing to receive this training within the first 30 days of work.
4. Must pass a medical examination, including a drug and alcohol test, prior to commencing work. The test will also include a test for tuberculosis, performed by or under the supervision of a physician not more than one year prior to or seven days after employment.
5. Prior to commencing work, the employee shall sign and submit to a Criminal Record Clearance Form, which would also include fingerprinting.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position has Medium physical demands. While performing the duties of this job, the employee will have to drive. The employee may have to sit at his/her desk in front of the computer for long periods of time and must be able to talk, speak publicly and hear clearly. The employee may be exposed to intermittent noise. The employee frequently is required to use their hands and fingers to type on the computer, handle, or use equipment that is necessary to perform their duties. The employee is required to stand, walk, climb, bend over, carry supplies and reach with hands and arms. The employee must pass a 50-pound life requirement.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those that an employee encounters while performing their essential duties and functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate. All employees, regardless of position, serve as role models for children, adolescents, adults, families, and the community who are provided services by Senior Concerns. Therefore, each employee must always be emotionally stable and able to function effectively with Senior Concerns' culturally diverse employees as well as the community. The staff must be able to demonstrate appropriate daily behavior, appropriate expression of emotions, as well as appropriate role modeling. Hostility, aggression and unnecessary or inappropriate physical actions and any form of harassment (see Personnel Manual) as well as inappropriate emotional expressions will not be accepted.

I have read the job description and understand my job duties and responsibilities.

Employee Signature _____ Date: _____

(Print Name)