



## **Employee Job Description**

Job Title: Case Manager

Department: Seabury Ward 6 Aging Services

Status: Exempt

Job Reports To: Clinical Case Management/Caregiver Case Manager Positions

Supervised: None

Travel: Regular Local Travel

**Job Summary:** The Ward 6 Case Manager is responsible for the planning, development and implementation of comprehensive geriatric, home delivered meals and counseling assessments for the elderly 60+. The Social Worker is to maintain contact with the client and relevant parties to ensure access to and continuation of services as determined and to regularly assess client risk and safety factors, and intervene as necessary. The goal is prevention of premature or unnecessary institutionalization of the elderly, through coordinating needed in-home and other supportive services.

### **Major Responsibilities/Activities:**

- Conduct assessments to identify current and/or developing problems and to mutually develop service plans to address identified service needs.
- Maintain regular contact with client to monitor/review service delivery and client progress/well-being; intercede on the client's behalf when needed.
- Provide information, assistance, and interagency referrals to clients; support clients in identification and selection of service providers; provides advocacy efforts as needed.
- Interpret role as part of the total case management system; reach agreement with the client as to mutual responsibilities to utilize the system and the next steps.
- Consult with other staff ( Nutritionist, Community Outreach Planner) and resources to plan referrals and lead case assessments and reviews.
- Facilitates support from agencies or external agency professionals for needed services and desired results.

- Conduct annual client interviews to update eligibility criteria, re-assess client needs, review services, and identify/explain how the case management system might be utilized better to benefit the client.
- Maintain and submit required documentation as needed.
- Participate in required service team meetings, professional development activities, staff meetings and supervisory sessions.
- Participate in assigned coverage or crisis intervention/emergency duties as needed.
- Attend Agency-wide activities as required.

Minimum Qualifications:

- Licensed MSW/LICSW, LISW, LGSW or LSWA with a minimum of three years' clinical experience in case management for the aged.
- Must be a skillful interviewer, able to ask questions and effectively use interview skills to elicit needed information from clients.
- Must be a skillful listener, able to understand the meaning of client's statements.
- Must be a skillful observer, able to record the client's behavior and needs.
- Must be a skillful negotiator, able to reach definitive agreements with clients and service providers.
- Must be able to work well with interdisciplinary teams and possess supervisory skills.
- Must be knowledgeable of all eligibility criteria related to entitlement programs, the Older Americans Act of 1965 and local resources.
- Must have access to an automobile five days a week for field visits.

Work Environment: Standard office environment and clients' homes.

Essential Physical Functions: Ability to lift 20 pounds and drive

Equipment Used: PC/laptop, computer printer, office copier, telephone, facsimile machine, shredder.

*Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.*