

JOB DESCRIPTION

PROGRAM: STEP Office of Aging

JOB TITLE: Care Manager I

PAY GRADE: 7

JOB SUMMARY

This entry-level position provides assessment and care management services to Older Adults with functional disabilities enabling Older Adults to remain independent and an active part of their community. This position develops care plans through an evaluation of the Older Adult's social contacts and supports, their activities of daily living, their cognitive functioning, their physical health, their economic, and other resources. Work is carried out according to established practices, procedures, and precedents, but may require some independent judgment; advice is sought or provided with situations that are more difficult.

SUPERVISORY RELATIONSHIPS

SUPERVISES: Not Applicable

REPORTS TO: Aging Social Services Manager

ESSENTIAL QUALIFICATIONS:

- Bachelor's degree in social work or a related field; and,
- One year of experience in public or private social work that involves comprehensive functional and/or psychosocial assessments.

GENERAL REQUIREMENTS

- One year of experience with both operating personal computer hardware within a networked environments and Microsoft Office products including Word, Access, and Excel;
- Pennsylvania State Police Criminal History Clearance, Child Abuse Clearance, FBI Clearance, and National Sex Offender Registry check current within 90 days of employment; and Motor Vehicle Record check;
- Valid driver's license and reliable transportation with appropriate insurance coverage available daily;
- Ability to travel out-of-town and overnight for Agency purposes; and,
- Clear speaking voice and the mental and physical ability to perform essential job functions without any health restrictions, including the ability to sit, stand, climb stairs, and safely lift and carry twenty pounds unassisted, have unrestricted use of the upper body, and corrected or uncorrected hearing and vision within normal ranges, and the ability to access handicapped-inaccessible residences.

SPECIFIC DUTIES

- ❖ Provides care management according to the APPM for customers needing in-home meals (Meals on Wheels), personal care, consumer reimbursement, home support, home health, overnight shelter, environmental modifications, and other services; provides care management for complex or difficult cases (customer with an increasing level of dependency making it difficult to live alone and those with other problems), as appropriate; provides assessment utilizing a Needs Assessment Tool or NAT-Express, prepares a written care plan in cooperation with the customer, implements care plan and referral process, follow-up, reassessment, ongoing care management, ongoing case documentation, and termination;

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- ❖ Completes all required and requested documentation in the WellSky computer database;
- ❖ Provides customers a choice of providers to provide personal care, home support, and PERS (personal emergency response system);
- ❖ Calculates cost of care plan and determines each customer's cost share amount; explains cost share regulations to customers; contacts customers that are delinquent on cost share payments to attempt to resolve payment problems;
- ❖ Provides services of Family Caregiver Support Program including evaluating the needs of the caregiver and care-giving environment, developing a care plan and reimbursement agreement, providing benefits counseling, and referring for caregiver training and education, as necessary; reviewing reimbursement forms for compliance with plan and agreement; calculating the reimbursement amount and submitting for review; providing the same services for the grandparenting part of this program (for relatives aged 55 and older providing care for relatives under the age of 18);
- ❖ Informs customers of the appeal process regarding disagreements with the care plan;
- ❖ Receives reports of need for protective services; completes Report of Need for Protective Service and notifies a supervisor immediately in order for the Report to be assigned;
- ❖ Makes initial face to face contact with elderly individuals to explain services, screen for needs, and arrange for referral of individuals found to be in need of Office of Aging services or other resources such as, but not limited to, Social Security, County Assistance Office, and public housing;
- ❖ Completes necessary forms to obtain Office of Aging services and completes or aids in completing forms for other services and benefits such as, but not limited to, Medicare, Property Tax and Rent Rebate, PACE, and Department of Human Services (DHS) Programs;
- ❖ Provides information and referral services; explains which agencies the customer should contact or personally refers the inquiries to the appropriate agency;
- ❖ As assigned or scheduled, provides office coverage and maintains availability to assist walk-in customers, answer the telephone, and receive/write referrals for services;
- ❖ Consults with supervisor about cases, care plans, and customer assessments;
- ❖ Assists customers with budgeting and bill paying activities;
- ❖ Assists customers to locate and move into adequate housing, including nursing homes, assisted living facilities, and personal care homes using a standardized DPW screening instrument for placements within personal care homes as requested;
- ❖ Provides personal advocacy for customers to assist in resolving problems;
- ❖ Assists customers to improve problem solving and/or coping skills;
- ❖ Travels to homes, hospitals, and other facilities as required to perform essential job duties;
- ❖ Provides transportation and escorts customers to medical facilities and social service agencies, when appropriate;
- ❖ Attends training sessions as assigned and shares information with staff as assigned;
- ❖ Completes Program's monthly reports and daily logs as requested in the regulations;
- ❖ Implements all Pennsylvania Department of Aging Directives and all STEP and Program policies and procedures as they apply;
- ❖ Complies with applicable Federal, State, and Local laws and regulations;
- ❖ Provides customers with the opportunity to donate for services rendered; and,
- ❖ Performs related work as required.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES

- ❖ Knowledge of the following:
 - Effective customer service principles;

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- Microsoft Office Suite, including but not limited to Microsoft Word, Excel, Access, Power Point, and Publisher components;
 - Professional social casework principles, practices, and methodologies;
 - Individual, group, and family behavior and ways of working effectively with the elderly and disabled;
 - Current and economic, social, and health problems of the elderly and disabled;
 - Mental health conditions and dementias that afflict the elderly and the mental health services system; and,
 - Civil and criminal court proceedings.
- ❖ Skills in the following:
- Writing, editing, and communicating, including knowledge of English grammar, spelling, and punctuation as they would relate to the production of reports, care plans, and other operational documents, as well as their use in communicating with a variety of individuals and groups;
 - Using a keyboard and personal computer; and,
 - Oral communication, such as speaking, listening, and interviewing to express ideas clearly and to interact with customers, co-workers, management, outside agencies, and the public effectively.
- ❖ Ability to perform the following:
- Comprehensive assessments including psychosocial information;
 - Develop and write care plans based on the comprehensive assessment;
 - Work effectively with people and aid them to grow in the constructive utilization of their capabilities and in adjusting to their specific problems;
 - Organize and plan work;
 - Arithmetic calculations sufficient to complete income eligibility forms and cost of service and cost share calculations;
 - Saint Louis University Mental Status (SLUMS);
 - Evaluate a person's decision-making capacity;
 - Evaluate the safety of living arrangements and housing;
 - Recognize situations that indicate an older adult is at imminent risk of death or serious physical harm;
 - Be creative, resourceful, and flexible;
 - Collect, organize, analyze, and process information accurately, quickly, and efficiently;
 - Identify and meet goals, objectives, outcomes, and timelines within broad parameters;
 - Demonstrate respect for individuals and groups with varied cultural, racial, ethnic, religious, and linguistic identities or backgrounds;
 - Establish and maintain effective working relationships with staff, administrators, partnering agencies, elected officials, government agencies, businesses, customers, and the general public;
 - Analyze, evaluate, and recommend action on customer needs;
 - Understand and accept the needs and rights of others, and effectively communicate with customers;
 - Work independently, as well as within a team;
 - Speak to groups of varied socio-economic backgrounds;
 - Plan and organize work, prepare adequate records and reports, set priorities, and maintain a caseload in an effective and timely manner;

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- Think creatively and to work cooperatively with supportive staff and outside agencies to promote and improve senior citizen services;
- Interpret written and oral information; and,
- Project a positive image.