

WEST MARIN SENIOR SERVICES

JOB DESCRIPTION

POSITION TITLE: **Care Manager**

REPORTS TO: Associate Director

HOURS AND WORKSCHEDULE: 20 – 40 Depending on region and caseload. A hybrid work schedule may be possible after fully trained.

SALARY: Part time, based on experience and qualifications, benefited position, non-exempt.

JOB SUMMARY:

The Care Manager is responsible for assessing the needs of older adults in West Marin in person and/or over the phone. Cases will require appropriate referrals and support to help the elderly and frail remain safely and with dignity in their home.

JOB REQUIREMENTS:

- Fluent bilingual in English and Spanish, both written and oral preferred.
- MSW, LCSW or RN desirable, 4 year college degree, background in social work, nursing, or homecare required.
- Maintains strict confidentiality in all areas at all times.
- Good interpersonal skills and able to handle sensitive issues.
- Able to work with a wide variety of people including clients, family members, other agency personnel and service providers, medical practitioners, home care workers and staff with good judgment and tact.
- Good computer skills. Strong oral and written communication skills, including telephone and working with hearing impaired.
- Must possess a CA Driver's license and state required car insurance as required by WMSS insurance policy. Have a reliable car and be able to deliver meals when needed.
- Must be able to set clear boundaries with clients when appropriate.

RESPONSIBILITIES:

- Conduct interviews and assessments, in person or on phone, to evaluate needs and appropriate services. Make referrals to other organizations as needed.
- Conduct client assessments, including social, environmental, nutritional and physical conditions of client and living situation.
- Create effective care plans for clients and their family and update as needed.

- Mediate between client, family members and caregivers as needed. Offer emotional support and refer to professionals when appropriate. Report problems to supervisor in a timely fashion.
- Identify self-neglect or abuse and take appropriate action. Report to authorities, following the guidelines of a Mandated Reporter. Review with immediate supervisor and complete required paperwork for Adult Protective Services.
- Refer vetted caregivers to clients and families. Help families understand employment ramifications, recommend grants if appropriate and complete required paperwork as required.
- Complete paperwork and reports accurately in a timely manner including monthly statistics, assessments, quarterly HDM assessments, care plans, case notes, grant requests, fee for service contracts and other required data.
- Participate in community outreach, education and social activities including workshops, congregate luncheons, and fundraising events.
- Attend monthly meetings with Older Adults Network, Staff and Care Management meetings, and in-service workshops.
- Undertake other duties as assigned.