

POSITION TITLE:

Case Manager - South

STATUS:

Non Exempt-Grade E

RESPONSIBLE TO:Director of Client Services and Case
Management Supervisor - South**JOB SUMMARY:**

Case Managers (CM) works under the direct supervision of the Director of Client Services (DCS) and the Case Management Supervisor (CMS) and provides direct Case Management services to older Arkansans in the service area including Clark and Pike counties. CM is responsible for assessing clients to identify the needs and match that need to available programs and services. The CM is also responsible for locating, coordinating, and monitoring necessary and appropriate services for a client. The CM assists clients in gaining access to all needed medical and social services and also works with individuals who are at risk for abuse, neglect, or exploitation in order to determine the proper placement and/or need for services. The CM is responsible for examining and reexamining the client's needs and alters the service plan to meet the changing needs.

DUTIES AND RESPONSIBILITIES:

1. Conduct initial assessments of referrals in a professional and timely manner.
2. Gather and evaluate intake information and assess problems and needs and determine the appropriate type of assistance needed
3. Assist client in completion of applications and paperwork
4. Attend meetings on behalf of client and provide information and assistance when needed
5. Develop thorough initial service plan that addresses the needs on all clients age 60 and older
6. Contact service providers and negotiate for the delivery of services identified in the service plan in a professional and timely manner
7. Verify through regular contacts with service providers and client that appropriate services are provided in accordance with the service plan and that the recipient is satisfied with services
8. Develop and maintain sufficient written documentation to support each service for which billing is made.
9. Effectively enter all client information into the computer, including information about referrals, service provided, and billing information
10. Assess the needs of the older population for use in planning programs and services for the elderly in the planning and service area.
11. Identify gaps in service and programs for the elderly in the planning and service area
12. Assist leadership in developing needed service and programs on a local level
13. Provide excellent quality customer service.
14. Attend weekly In-Home/Case Management meetings

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DUTIES AND RESPONSIBILITIES (Continued):

15. Maintain good working relationships with senior centers in assigned area
16. Advocate for the rights of the elderly on an individual or group basis as assigned
17. Represent the Agency at relevant training sessions, public hearings, and meetings as assigned
18. Disseminate information in regard to services, programs, legislation, and other areas of interest to the elderly.
19. Complete yearly service plans on all Helping Hands clients
20. Maintain good working relationship with In-Home department
21. Maintain a good working relationship with other Agencies in the area
22. Complete or adjust service plans for clients as needed
23. Inform DCS and CMS of any significant problems found with clients and service providers
24. Actively participate in developing departmental and program goals
25. Actively participate in public relation and marketing activities
26. Assist with office duties as requested
27. Maintain a current list of all assigned TCM clients in the computer, updating information as changes occur.
28. Update intake information on TCM clients on a yearly basis
29. Case Managers will be expected to provide at least 200 units of case management services per month. These services can be any billable service such as Medicaid TCM, Family Care Giver Access Assistance Units, Medicare Counseling Units, Service Management Units, or HDM Assessment Units. These services must be legitimate billable services as defined in the case management guidelines
30. Perform other duties as assigned.

COMPETENCY REQUIREMENTS:

Knowledge of the Aging Network

Knowledge of Community Resources

Knowledge of programs such as Social Security, Medicare, Medicaid, VA, Legal Services, etc

Compassion, concern and empathy for the elderly

Ability to work with others

Ability to be a neutral spokesperson working on behalf of the elderly

Ability to assume responsibility

Ability to make decisions

Ability to maintain, defend, and promote the rights of the elderly

Must possess good written and oral communication skills

Must be able to travel

Must possess good computer skills, including the use of Microsoft Word, Excel, Outlook, and Internet

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MINIMUM QUALIFICATIONS:

Prefer Bachelor's degree in social work, gerontology, sociology or related field. Must have a Bachelor's Degree and two years of experience working with the public with one of those years being in a social service network.

My signature below indicates I have read and understand the duties and responsibilities of this job description, and I have received a copy of my job description.

Signature

Date