



CASE MANAGER
Job Opening- 1-FTE, Coupeville Office
Preference given to resumes with cover letters received by:
January 15, 2018
Open until filled

REPORTS TO: Director Case Management,
Celeste Fikejs
50 N Main St
Coupeville, WA 98239

FLSA STATUS: Exempt

POSITION SUMMARY: Serves as case manager for the Case Management Program, assisting persons who are older and/or disabled on Whidbey Island. Assesses client needs, develops and implements service plans, and authorizes of payment to providers, as required by State standards.

ESSENTIAL JOB FUNCTIONS

1. Provides supportive functions for the client, including client advocacy, assistance, consultation, family support, and crisis intervention;
2. Conducts an assessment that evaluates client's cognitive, behavioral, and functional abilities by utilizing the Washington State Comprehensive Assessment Reporting & Evaluation (CARE) tool. Determines need and level of care for long-term care services and assesses resources for support. Reassesses as needed;
3. With collaboration of the client, develops a safe and appropriate client-centered service plan, including use of case staffing and/or consultation for development;
4. Implements service plan by making appropriate arrangements with service providers and informal supports, enters and monitors all authorizations;
5. Provides ongoing case management and monitoring to ensure service plan is functioning as intended and meets the needs of the clients. Assists with transition planning for clients requiring a higher level of care setting. Conducts reassessments of clients' service plans within required time frames.
6. Conducts termination planning and implementation when client situation stabilizes and/or client is no longer in need of case management services.
7. Develops and maintains complete, concise client files in compliance with ADSA policy that document appropriately activities performed for the client and all other elements required for specific programs.
8. Maintains Provider One and Individual Provider One payment authorizations including coordinating with provider agencies, completing paperwork for Individual Providers, and preparing monthly changes and updates, observing monthly and pay period deadlines.
9. Fosters communication between client's providers (i.e. primary care provider, medical specialists, Care Coordinators, etc.) and provider networks (BHO, Home Care agencies, etc.)
10. Facilitates and encourages client's use of peer supports and/or participation in appropriate support groups and self-care programs in order to increase the client's knowledge of their health care conditions, to improve adherence to prescribed treatments, and to enhance client reaching their goals.
11. Participates in staff meetings, public education, and provider training sessions, as appropriate.

12. Develops and maintains linkages with community agencies and organizations that support the program or individual older persons.
13. Prepares correspondence, memos, and client-related written materials, as appropriate.
14. Participates in continuing education and training programs.
15. Works collaboratively with multi-disciplinary team, including nurses, other case managers, care coordinators, and case aides.
16. Attends meetings, trainings, and seminars as requested or needed for professional development.
17. Performs other duties as assigned.

QUALIFICATIONS

Minimum Education/Experience

- Master's Degree in Behavioral or Health Sciences or in an equivalent field and two years of experience providing human services to clients, preferably in community setting required
OR
- Bachelor's Degree in an equivalent field (includes Registered Nurses) **and** four years of experience providing direct human services to clients, preferably in a community setting.

Knowledge, Skills and Abilities

- Demonstrated ability to assess client health and functional status, develop appropriate care plans, assess skills of caregivers, and make clear and concise recommendations.
- Demonstrated client advocacy skills and sensitivity to the needs and values of diverse groups.
- Knowledge of the long-term care system and services, issues related to aging and disability, and case management.
- Knowledge of state and federal funded programs and local aging and disability resources.
- Knowledge of the formal and informal support networks available to the residents of the appropriate service area.
- Ability to communicate effectively in both oral and written format.
- Ability to work independently, with good judgment and a minimum of supervision.
- Ability to plan, organize, prioritize and coordinate work assignments and/or projects.
- Ability to formulate solutions to problems in a timely manner.
- Ability to establish and maintain effective working relationships with coworkers, community agencies, and the general public using courtesy, tact, and good judgment.
- Ability to defuse difficult situations recognizing the need for sensitivity as well as assertiveness.
- Demonstrated ability to maintain a high level of confidentiality.
- Demonstrated ability to work with computers and computer software programs including email, databases, word processing and spreadsheets.
- Ability to operate standard office equipment.
- Demonstrated strength in learning and mastering new job responsibilities.
- Skill and/or fluency in speaking other languages, such as Spanish or Russian, are desired.

Special Requirements

- Must have and maintain a valid Washington State Driver's License appropriate insurance, and a car available for work-related travel.
- Must pass a formal criminal background check as required by RCW 43.43.830.

WORKING CONDITIONS & PHYSICAL REQUIREMENTS

Work is performed approximately 60% in an office environment and 40% in field client visits. Potential hazards include working with emotionally unstable, non-compliant or aggressive clients and complex family dynamics; significant travel; driving in inclement weather; second hand tobacco smoke; aggressive animals, exposure to contagious diseases and exposure to repetitive stresses due to prolonged use of computers

Sufficient mobility is required for the use of office equipment such as computer laptops, telephones, files and copiers as well as for performing in-home assessments of clients which may have limited accessibility. The ability to hear and communicate at a level sufficient to perform the essential functions of the position is required. Ability to lift and maneuver a maximum of 30 pounds.