

ISLAND SENIOR RESOURCES JOB DESCRIPTION

PROGRAM:	Aging & Disability Resources (ADR)
TITLE:	Case Manager
REPORTS TO:	Director of Aging & Disability Resources
LOCATION:	Office will be located at our South Whidbey (Bayview) Center
FLSA STATUS:	Part-time Hourly, 25 hours/week. Potential for full-time in 3-6 months.
SCHEDULE:	Schedule may be flexible in days and hours.
SALARY RANGE:	\$19.62 - \$24.50 / hour
BENEFITS:	See attachment
TO APPLY:	Send appl, resume, and cover letter in a <u>single</u> PDF to SmithCL2@dshs.wa.gov
DEADLINE:	Thurs, June 6 th 5pm ► Interviews held June 13 th & 14 th ► Start date July 15 th

- Please carefully review this Job Description for minimum requirements and qualifications.
- For questions regarding the position or application you may call Chasity Smith at 360-321-1619.

ABOUT OUR ORGANIZATION

Founded in 1973, Island Senior Resources is the primary provider of resources for older adults in Island County. We provide an array of programs critical to the health and wellbeing of seniors, adults with disabilities, and those who care for them.

ISR is a 501c3 non-profit that partners with the community, local governments, and the Northwest Regional Council to deliver federal and state programs. For more information about our programs and services visit: www.senior-resources.org.

POSITION SUMMARY

Aging & Disability Resources (also known as Senior Information & Assistance) is a Washington State program designed to assist older adults, adults with disabilities, adults with functional impairments, and those who care for them to identify, understand, and effectively access available resources.

We strive to help individuals maintain independence in their own homes and communities for as long as possible, postponing, reducing, or eliminating the need for institutional care. Our staff provide outreach, information, and assistance on services, products, opportunities, and resources that support the needs and goals of our clients.

The Aging & Disability Resources program is often a frontline for intervention. We develop relationships with local community partners to promote awareness, receive referrals, identify high-risk individuals, and engage underserved populations. We assess client needs, screen for services, navigate resources, facilitate referrals, provide assistance, and develop care plans to ensure safety and wellbeing of each client.

The **Case Manager** will provide 1:1 support to functionally impaired adults who:

- Are at-risk of institutionalization or were recently discharged from a hospital or other care facility.
- Have multiple unmet needs requiring multiple health and social services.
- Need assistance with 1 or more Activities of Daily Living (ADLs).
- Are unable to obtain necessary services or perform tasks on their own and do not have family or friends who are able and willing to provide adequate assistance.
- Are a vulnerable adult with a recent or ongoing APS investigation.

ESSENTIAL JOB FUNCTIONS

Case Managers assess, plan, coordinate, and monitor services provided to clients. The services are designed to prevent unnecessary institutionalization and decrease barriers that may prevent someone from remaining in their present place of residence or moving to a less restrictive environment.

The Case Manager must provide client centered service and involve the client in all phases of service delivery, whether in an active or consultative mode. The Case Manager should facilitate a plan of care that identifies services that meets the client's needs and choices.

- **The objectives of case management are to:**
 - Support client independence.
 - Be a custodian of resources.
 - Provide a continuity of care through coordination with others.
 - Assist clients to access needed services.
 - Develop a plan to overcome barriers to accessing necessary services.
 - Advocate for clients and support client self-advocacy.

- **Provide information to individuals, families, or groups**
 - a. Be aware of community resources.
 - b. Respond to all client inquiries and requests for information in a timely manner.
 - c. Provide impartial and accurate information on the services, products, and/or community resources available to clients.
 - d. Promote autonomy and independence. Encourage each client to make informed decisions regarding their care and services.
 - e. Refer clients not needing Case Management to appropriate resources.
 - f. Evaluate success of referrals.

- **Assessment**
 - a. Perform a face-to-face assessment with the client in the client's residence.
 - b. Assess client needs, abilities, income, and resources.
 - c. Evaluate clients' cognitive, behavioral, and functional abilities to determine need for support.

- **Care Planning**
 - a. Develop a plan of care with each client using Person-Centered Options Counseling methods.
 - b. Match services to client's needs as they change over time.
 - c. Link clients to services available to meet their need.
 - d. Be creative in finding ways to assist clients to overcome barriers that impact their ability to function independently.
 - e. Refer clients to appropriate services and community support network such as:
 - Make crisis/mental health referrals for clients who appear to have serious mental health concerns which may need immediate attention.
 - Make Adult Protective Services (APS) referrals as necessary.
 - Facilitate referrals for long term care or other services as appropriate.

- **Client and Family Support**
 - f. Provide ongoing consultation, assistance, coordination, advocacy, and support.
 - g. Provide timely follow-up with clients to ensure that needs are met and problems are resolved.
 - h. Evaluate success of services and referrals to determine if further services are needed.
 - i. Monitor through periodic home visits (scheduled and unscheduled) and telephone contacts to ensure the plan is being appropriately implemented and the services provided are meeting the client's needs.
 - j. Provide regular follow-up and monitoring to individuals deemed high-risk.
 - k. Assist the family or client to make necessary changes in the home environment and life style.
 - l. Encourage changes in high-risk behaviors that may improve health and well-being.

- **Record maintenance**
 - a. Maintains client files with accurate information.
 - b. Provide detailed casenotes of work performed for the client.
 - c. Maintains strict confidentiality regarding client information and client interactions in accordance with HIPAA and all federal, state, and agency policies and practices.
 - d. Compiles information and reports as requested.
- **Crisis Intervention**

Provide short-term crisis intervention in an emergency situation to resolve the immediate problem before a long-term plan is developed or current plan is revised. Crisis intervention may include, but is not limited to:

 - a. Use of Adult Protective Services.
 - b. Arranging for temporary placement in an AFH or a NF.
 - c. Providing training to assist in amelioration of the crisis.

Education/Experience

- a. B.A. in social work, human services, social sciences, or related; AND
- b. Minimum two years of experience in human services.
- c. Experience providing services to older adults and people with disabilities is preferred.

Knowledge, Skills, and Abilities:

All staff must have demonstrated skills commensurate with their job responsibilities at time of employment; or have the potential to achieve required skills and knowledge through training.

- Strong written and verbal communication skills.
- Ability to manage several tasks at one time with repeated interruptions.
- Must have excellent problem-solving, organization, and time management skills.
- Ability to meet regular deadlines.
- Must have strong technology skills with the ability to learn new programs quickly and efficiently.
- Must be proficient with standard software programs including Microsoft Office, internet, and email.
- Ability to operate standard office equipment including phones, copiers, fax machines, etc.
- Demonstrated ability to work both independently and in teams.
- Demonstrated ability to learn and master new information and responsibilities.
- Ability to maintain effective relationships with co-workers, volunteers, and community partners.
- Ability to triage client needs, assess client's strengths and weaknesses, and match clients with appropriate services.
- Ability to interpret complicated programs and eligibility requirements public and private services.
- Ability to effectively communicate in difficult situations, including calming people, discussing unpleasant options, and dealing with emotional people.
- Ability to demonstrate respect, patience, tact, and good judgement when working with clients.
- Demonstrated ability to maintain client confidentiality.
- Must demonstrate cultural competency and sensitivity to the needs and values of diverse groups of people from all socioeconomic backgrounds.

Required

- Familiarity with local community resources.
- Experience performing assessments and creating care plans.

Preferred

- Knowledge of aging, long term care, and family caregiver issues.
- Knowledge of Alzheimer's and dementing disease processes.
- Knowledge of Medicaid and Medicare.
- Familiarity with DSHS services and application process.
- Familiarity with discharge planning.

SPECIAL REQUIREMENTS

- Valid Washington State Driver License
- Reliable vehicle for work-related travel and appropriate liability insurance.
- Must pass a Washington State Patrol Criminal History Background Check.
 - The information is used to determine the person's character and suitability to perform the position.
 - Individuals with disqualifying crimes as defined in RCW 43.43.830 and 43.43.842 cannot be hired.
- Must complete state-required trainings upon hire including: HIPPA, confidentiality, IT Security Awareness, Person-Centered Options Counseling, and Mental Health First Aid.
- Must become AIRS (Alliance of Information and Referral Systems) Certified during the second year of employment.

WORKING CONDITIONS & PHYSICAL REQUIREMENTS

Work is performed in an office environment, public locations, and visits to client homes. The office environment might include a shared workspace and might be fast-paced with frequent interruptions. Potential hazards might include working with emotionally unstable, non-compliant or aggressive clients and complex family dynamics, significant local travel, driving in inclement weather, second-hand tobacco smoke, aggressive animals, and exposure to contagious diseases.

Sufficient mobility is required for the use of office equipment, such as computers or laptops, telephones, files and copiers, as well as for performing in-home assessments of clients, which might have limited accessibility. Potential exposure to repetitive stresses due to a prolonged use of computers/laptops. Sitting for extended periods of time as well as lifting a maximum of 30 pounds (file storage boxes, supplies, etc.) might be required. The ability to hear and communicate at a level sufficient to perform the essential functions of the position is required.

QUALIFICATIONS CHECKLIST

	Yes	No
1. I have a Bachelor's Degree in social services or related field.		
2. I have 2+ years experience working in human services.		
3. I have experience providing services to older adults and people with disabilities.		
4. I am familiar with local community resources.		
5. I have experience completing client assessments and care plans.		
6. I have experience triaging client needs, assessing client's strengths and weaknesses, and matching clients with services.		
7. I am familiar with aging, long term care, and family caregiver issues		
8. I have the ability to develop and present information to groups of people.		
9. I am able to pass a Washington State Patrol Criminal History Check.		
10. I have a valid WA State Driver's License and have a reliable vehicle.		
11. I have strong computer and technology skills.		
12. I am comfortable meeting in clients' homes.		
13. I can maintain strict client confidentiality.		
14. I can effectively communicate in difficult situations, including calming people, discussing unpleasant options, and deal with emotional people.		
15. I exhibit cultural awareness and sensitivity to the needs and values of diverse groups of people from all socioeconomic backgrounds.		