



Island Senior
Resources

JOB DESCRIPTION

PROGRAM / DEPT:	Aging & Disability Resources (ADR)
TITLE:	ADR Case Manager
REPORTS TO:	ADR Manager
LOCATION:	Bayview Center
FLSA STATUS:	Non-Exempt or Exempt, 40 hours per week
SCHEDULE:	Full-Time; Monday through Friday
WAGE:	Starting range: \$26.28 per hour, DOE
BENEFITS:	Eligible for medical insurance. See list of other benefits below.
TO APPLY:	Send application, resume, and cover letter in a single PDF to: katheryn@islandseniorservices.org *Applications received without the three required documents will not be considered. Link to application is here: ISR-Employment-application-1.pdf (senior-resources.org)
DEADLINE:	First Review of applicants, Wednesday, March 18

- Please carefully review this job description for minimum requirements and qualifications
- For question regarding the position or application you may call: 206.698.3239

ABOUT OUR ORGANIZATION: Island Senior Resources provides essential resources for seniors and adults with disabilities, their families, and caregivers, throughout Island County. ISR is the only private nonprofit in northwest Washington that provides the array of resources we do. For more information about our programs and services visit: www.senior-resources.org.

Our Mission: To provide resources that enhance the emotional, social, and physical well-being of seniors, adults with disabilities, and those who care for them.

Our Vision: Island Senior Resources envisions strong communities where seniors, adults with disabilities, and those who care for them are valued, heard and seen, care for and about, afforded respect, treated with dignity, and supported to live their best life.

Island Senior Resources is an independent nonprofit 501(c)(3) that has been serving Island County since 1972. It is not an agency of local, state, or federal government. Island Senior Resources is the trade name for Senior Services of Island County. We are only partially funded by government sources.

Island Senior Resources is an Equal Opportunity Employer and does not and shall not discriminate based on race, color, religion (creed), gender, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations.

ADR: ADR Case Manager Revised March 2022



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 and/or cognitively 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, friends, or formal support 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.
 - Refer clients to mental health services, when appropriate.
 - Advocate for clients and support client self-advocacy.



- **Provide information to individuals, families, or groups**
 - a. Be aware of community resources, specifically, mental health support services in Island County.
 - 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. *Social distancing protocols to be followed during COVID19 pandemic.
 - b. Screen client for level of mental health support and services needed.
 - c. Assess client needs, abilities, income, and resources.
 - d. 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 lifestyle.
 - l. Encourage changes in high-risk behaviors that may improve health and well-being.
 - m. Offer regular mental health support groups and education to clients and the community.



- **Record maintenance**
 - a. Maintains client files with accurate information.
 - b. Provide detailed case notes 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 and mental health service.
- c. Experience providing services to older adults and people with disabilities is preferred.

KNOWLEDGE, SKILLS, & 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.
- 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.
- Knowledge of mental health services in Washington State and Island County.
- Experience performing screening, 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

Work schedule requires occasional evenings and weekends as needed. The position requires regular travel other ISR offices, local community meetings, and client homes.

- Must have valid driver's license, reliable vehicle, and appropriate liability insurance.
- Must pass a Washington State Patrol Criminal History Background Check every 2 years.
 - 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.		



EMPLOYEE BENEFITS SUMMARY

Updated January 2022

Sick Leave and Vacation Leave Accrual begins at hire date

Health Insurance

Employees who work 30 or more hours/week are eligible for health insurance. Our insurance plan is Premera. The employee contribution is currently \$100 per paycheck for 1 enrollee. Fees vary for dependents and families. Those who opt out of our insurance plan and have other coverage will receive a monthly stipend up to \$210 to cover that premium (with proof of coverage).

Vision Insurance

Employees who work 30 or more hours/week are eligible for vision insurance through VSP. You may enroll yourself, any dependents, or the whole family even if they are not covered by our health insurance. The monthly fee varies currently from \$6.09 for a single enrollee to \$16.04 for a family.

Dental Insurance

All employees are eligible for dental insurance through Delta Dental. You may enroll yourself, any dependents, or the whole family even if they are not covered by our health insurance. The monthly fee varies currently from \$50.20 for a single enrollee to \$162.95 for a family.

Life Insurance

Employees who work 20 or more hours/week are eligible for life insurance at no cost to the employee.

Employee Assistance Program

All employees are enrolled in our Employee Assistance Program.

AFLAC

Employees may choose to enroll in various supplemental policies through AFLAC. Cost varies with each policy.

Travel Reimbursement

Mileage for any required travel will be reimbursed at the current government mileage rate.

Cell Phone Stipend

Certain positions which require extensive travel or home visits will receive a \$25/month cell phone stipend.

PSLF

Island Senior Resources meets the Public Service Loan Forgiveness (PSLF) definition of a public service organization.

*****Island Senior Resources does not offer retirement plans.**