



## COPES Case Manager

Island Senior Resources (ISR) is seeking a COPES Case Manager to assist clients who are older and/or disabled on Whidbey Island. Case Managers develop a plan of care that lets clients live at home with as much health and safety as possible. ISR works with those who choose to live in their own homes, as opposed to moving into a nursing home, assisted living, or an adult family home. Our case managers will coordinate and offer assistance to get the needed services, which includes caregiving, nursing, meals, medical equipment, and more.

If you have a passion for helping others, social services skills, and knowledge of the long-term care system, we encourage you to apply.

### TO APPLY

Does this position interest you? Please click on the [link](#) to go to the website and apply. The website address is [www.senior-resources.org/employment/](http://www.senior-resources.org/employment/). In addition to completing the application, please submit your resume and cover letter expressing your interest. Send your complete application package to: [reception@islandseniorservices.org](mailto:reception@islandseniorservices.org) with 'Case Manager' in subject line.

Applications will be accepted until the position is filled.

### WHO WE ARE

Island Senior Resources (ISR) is the primary provider of resources for seniors, adults with disabilities, and those who care for them in Island County, WA since 1972. Serving Whidbey and Camano Islands, the administrative offices are located in Langley with staff and services provides in Coupeville, Oak Harbor, and on Camano Island. For more information about our programs and services, visit: [www.senior-resources.org](http://www.senior-resources.org).

### WHAT WE VALUE

- We act in ways that engender trust and respect.
- We make the best use of human resources (both paid and volunteer).
- We make the best use of financial resources.
- We promote interdependence and collaboration.
- We use a decision-making process that encourages participation.
- We seek excellence in all that we do.

We hire people, not just qualifications. We respect and value our differences. We ask questions and listen to points of view until we find the best answers to every challenge. We seek individuals who can work collaboratively, value input, think creatively, and bring their experience to an environment where expertise is respected and a desire to learn and improve is encouraged. Everyone on staff is both a mentor and a learner every day. We are passionate about the work we do together and how we care for each other and every person who needs our help.

## **WHAT WE OFFER**

### **Compensation**

- Salaried employee
- New hires can expect to be placed within the range of \$28.50-\$34.00 per hour DOE

### **Benefits**

- Health & Vision Insurance
- Life/AD&D Insurance
- 12 Holidays
- Paid time off of 96 hours accrued in Year 1 and gradually increasing to 160 hours per year at 5 years
- Sick Leave off of 96 hours accrued per year
- Other paid leaves for Bereavement and Jury Duty
- Optional 401(k)
- Employee Assistance Program

## **KEY RESPONSIBILITIES**

Reporting to the COPES Program Manager, the Case Manager supports clients on Whidbey Island. Case Managers must have the ability to work remotely or share office space in our Oak Harbor or Bayview offices. Approximately 40% of the work involves visiting clients in their homes.

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. Documents case management activities in appropriate platform (e.g. CARE and other State operated systems) according to policy;
9. 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.
10. Fosters communication between client’s providers (i.e. primary care provider, medical specialists, Care Coordinators, etc.) and provider networks (BHO, Home Care agencies, etc.)
11. 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.
12. Participates in staff meetings, public education, and provider training sessions, as appropriate.
13. Develops and maintains linkages with community agencies and organizations that support the program or individual older persons.
14. Prepares correspondence, memos, and client-related written materials, as appropriate.
15. Participates in continuing education and training programs.
16. Works collaboratively with multi-disciplinary team, including nurses, other case managers, care coordinators, and case aides.
17. Attends meetings, trainings, and seminars as requested or needed for professional development.
18. Performs other duties as assigned.

**QUALIFICATIONS**

**EDUCATION AND EXPERIENCE**

Qualified candidate must meet one of the following combinations of education and experience.

Master’s degree in behavioral or health sciences	AND	one year paid on-the-job social service experience
Bachelor’s degree in behavioral or health sciences	AND	two years of paid on-the-job social service experience
Bachelor’s degree	AND	four years of paid on-the-job social service experience
An equivalent combination of education and experience which provides the skills, knowledge and ability to perform the work.		

- Behavioral and Health sciences includes degrees in social work, human services, and nursing/public health.
- Social service experience preferred in providing human services to clients in community setting.

**KNOWLEDGE, SKILLS, and ABILITIES  
REQUIRED**

1. Demonstrated ability to assess client health and functional status, develop appropriate care plans, assess skills of caregivers, and make clear and concise recommendations.
2. Demonstrated client advocacy skills and sensitivity to the needs and values of diverse groups.
3. Demonstrated skills in interpersonal communication, interviewing, problem-solving, organization, time management, and documentation of activities.
4. Ability to work independently, with good judgment and a minimum of supervision.
5. Ability to plan, organize, prioritize and coordinate work assignments and/or projects.
6. Ability to formulate solutions to problems in a timely manner.
7. Ability to establish and maintain effective working relationships with coworkers, community agencies, and the general public using courtesy, tact, and good judgment.
8. Ability to defuse difficult situations recognizing the need for sensitivity as well as assertiveness.
9. Demonstrated ability to maintain a high level of confidentiality.
10. Demonstrated ability to work with computers and software programs including email, databases, word processing and spreadsheets; ability to operate standard office equipment.
11. Demonstrated strength in learning and mastering new job responsibilities.
12. Demonstrates an ability to engage with communities of color, people with disabilities, LGBTQIA+, and other marginalized communities.
13. Demonstrated ability, willingness and commitment to support an environment that advocates and creates a sense of belonging for individuals of all ethnicities, genders, ages, and backgrounds.
14. Demonstrates an understanding of institutional barriers to services.

**PREFERRED**

15. Knowledge of the long-term care system and services, issues related to aging and disability, and case management.
16. Knowledge of state and federal funded programs and local aging and disability resources.
17. Knowledge of the formal and informal support networks available to the residents of the appropriate service area.
18. Training in Standard First Aid and CPR, motivational interviewing, communicating in conflict, mental health first aid, Community Health Worker training, etc. (Training will be provided if not already completed.)
19. Skill and/or fluency in speaking other languages, such as Spanish, Tagalog, or Russian, are desired.

**SPECIAL REQUIREMENTS**

1. Must have and maintain a valid Washington State Driver's License appropriate insurance, and a reliable vehicle available for work-related travel.

2. Must pass a driver's abstract every 2 years.
3. Must pass a formal criminal background check every two years as required by RCW 43.43.830.

### **WORKING CONDITIONS & PHYSICAL REQUIREMENTS**

Potential hazards include working with emotionally unstable, non-compliant or aggressive clients and complex family dynamics; significant travel; driving in inclement weather; secondhand tobacco smoke; aggressive animals, exposure to contagious diseases and exposure to repetitive stresses due to prolonged use of laptops.

Sufficient mobility and skill 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.

### **ABOUT COPES**

The Community Options Program Entry System (COPES) Case Management Program is funded by Washington State Department of Social and Health Services and is designed to assist people living with complex behavioral and physical health conditions who need personal care and other services to remain in their homes. It is a Medicaid waiver program that provides services to over 51,000 clients who live in their own homes, adult family homes, or assisted living facilities. The program aims to enable individuals to live in their chosen community setting by developing and implementing supports and services.