



## **CARE MANAGER**

**FLSA** NON-EXEMPT

### **POSITION SUMMARY**

The Care Manager as a member of the interdisciplinary elder care team is an integral component of the community care and long-term care management system for elders. She/he engages in activities, which incorporate a variety of disciplines and funding sources. The care manager is directly involved in the processes of assessment, service planning and coordination, advocacy, problem solving, and gatekeeping.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Be knowledgeable of and comply with all state, federal and agency regulations, policies and procedures pertaining to elder services and WestMass ElderCare's mission.
2. Develop and maintain cooperative relationships with institutional and community service organizations in order to effectively utilize all available resources for elders.
3. Completes initial intakes utilizing comprehensive needs assessments on clients generally 60 + years of age for eligibility, need, and appropriate services.
4. Monitors clients per established standards in order to evaluate their status, problems, strengths, and concerns and identifies the client's resources and needs.
5. Assists elders and their families in identifying and securing appropriate services utilizing resources from the Home Care and/or other appropriate programs, existing community services, and other formal and informal supports.
6. In coordination and cooperation with the interdisciplinary care management team, develops a plan of care for designated individuals, effectively addressing their needs and taking into consideration all available funding and service resources.
7. Coordinates the delivery of services, linking the client to the full range of appropriate systems to meet his/her needs and comply with Agency guidelines.
8. Monitors and routinely reassesses the consumer, reviewing his/her status, progress, changes, care transitions and the degree to which his/her needs are being met by the service plan.



9. Acts as an advocate for individual clients and elder residents of housing sites.
10. Monitors quality of services being provided and intervenes when appropriate to insure that the system is responding to the elders' needs.
11. Provides support, understanding and information to elders and their families. Makes appropriate referrals for Protective Services.
12. Responds to the need to contain costs, by providing only appropriate services and utilizes a wide range of available resources.
13. Participates actively in outreach programs to identify elders who could appropriately be served by WestMass ElderCare and providing information and training regarding elder services for the community.
14. Completes, updates, and maintains comprehensive case records according to established procedures and time frames for each client in a caseload. This includes completing and keeping current client records in SIMS.
15. Attends interdisciplinary team meetings, in-services, and relevant outside training programs as designated.
16. Identifies gaps in services to elders and advocates for needed programs and services in conjunction with Councils on Aging, health care providers, and private and public agencies serving the needs of the elderly.

### **OTHER DUTIES**

Performs other related duties within the scope of the responsibilities of this position as requested by the Supervisor.

### **REQUIRED KNOWLEDGE SKILLS AND ABILITIES**

- Possesses the ability and willingness to support the mission statement, goals and policies of WestMass ElderCare; and has the ability to interpret, understand and adhere to the regulations, standards, and procedures as set forth by the Agency and the Executive Office of Elder Affairs.
- Bachelor's Degree in a relevant social service field from an accredited college is required.
- Bachelor's Degree in another discipline from those stated above will have demonstrated experience and/or strong interest in the field of human services via previous employment, internship, volunteer activity and/or additional studies.
- Previous experience in clinical assessments required.
- Possesses knowledge of the aging process, community resources and social health intervention techniques desirable.



- Possesses knowledge of or the ability to learn federal and state laws and regulations in regard to elder services.
- Possesses knowledge of social and health intervention techniques.
- Possesses interviewing and assessment skills.
- Possesses the ability to communicate with clients, family members, service providers, and co-workers.
- Has the ability to initiate and sustain appropriate interpersonal relationships.
- Possesses the ability to express ideas concisely and clearly, both orally and in writing.
- Possesses demonstrated organizational and time management skills.
- Has the ability to manage multiple projects and assignments and prioritizes work to stay in compliance with regulations, policies, procedures, timelines and scheduled visits.
- Must provide personal and reliable transportation.
- Ability to conduct in-person assessments with consumers
- Ability to conduct telephonic and/or video assessments with consumers using devices provided by WMEC

### **CERTIFICATIONS, LICENSES, REGISTRATIONS**

- Valid driver's license.
- Satisfactory driving record.
- Satisfactory CORI check.
- License in social work preferred.

### **PHYSICAL AND MENTAL REQUIREMENTS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be in good general health and demonstrate emotional stability.
- Must maintain regular and consistent attendance.
- Ability to ambulate independently.
- Ability to effectively cope with a variety of personalities and other stress provoking factors associated with a broad base of people and time constraints.
- Ability to successfully communicate with others in person and by the phone.
- Ability to see and understand written words and to communicate with written



word.

- Ability to see written words on a computer screen.
- Ability to make appropriate decisions.
- Ability to operate a motor vehicle in all types of weather conditions.
- Ability to climb multiples flights of stairs
- Ability to operate a keyboard 50% or more of work time and to maintain concentration needed for accurate data entry.
- Ability to work with multiple priorities and deadlines.
- Ability to handle confidential data discretely.
- Ability to make appropriate decisions.
- Ability to be effective in a changing environment

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to safely operate a motor vehicle in all weather conditions.
- Works in an office area and in homes of clients.
- Clients in rural, suburban, urban and inner city areas.
- Ability to concentrate and accurately complete work in an office environment in which the noise level is often moderate to loud and distracting, and there are frequent interruptions.
- This is a thirty-five hours a week position, with regular hours established. Variance from the regular hours may be necessary to meet the responsibilities of the position.
- Ability to work between the hours of 8:00 am and 5:00 pm, Monday through Friday.



**ACCOUNTABLE TO**

The Care manager is accountable to the Care manger Supervisor.

**DISCLAIMER**

The above statements are intended to describe the general nature and level of work required of this position. This is not meant to be an exhaustive list of all responsibilities, duties, skills and abilities required.

Care Manager

Date

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Care Manager Supervisor

Date

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