**Southwestern CT Agency on Aging**

**Job Description**

***Care Manager***

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| Job Title: Care Manager | FLSA Status: Non-Exempt - Salary  |
| Department: Care Management | Reports to: Team Leader |
| Effective Date: January 1, 2020 |  |

**Position Summary:**

Responsible to provide frail, income eligible senior citizens at risk of institutionalization with case management of homecare services to enable them to live independently in the community and maximize their quality of life.

**WORKING RELATIONSHIPS:**

Reports directly to Team Leader with oversight from the Staff Development Manager and Director of Care Management. Works in collaboration with Care Associates and Operations staff.

**ROLES & RESPONSIBILITIES:**

* Develops and maintains professional relationship with all agency staff, clients, providers, etc.\*
* Reads, understands and applies the requirements and regulations of the CHCPE to all case management. \*
* Participates in training designed to improve evaluation and assessment skills. \*
* Develops appropriate Plan of Care to ensure the safety and quality of life for clients. \*
* Oversees care plan costs to ensure compliance with state mandates and Agency policy; communicates billing problems to leadership.\*
* Assesses, monitors and evaluates the physical, mental and environmental status of clients as proven by high correlation rate in Universal Assessment reports.\*
* Responds to client issues/concerns and risks with appropriate intervention, document as required.\*
* Provides appropriate referral, benefit and entitlement information to clients; monitors and assists clients with eligibility issues, redeterminations and potential discontinuance.\*
* Reviews documentation for completion, accuracy and timeliness.\*
* Communicates with Team Leader, Staff Development Manager and/or Mental Health Consultant regarding difficult-to-serve or at-risk cases. \*
* Coordinates high quality services for clients within caseload.\*
* Maintains current status of all required paperwork for clients by the 15th of the following month.\*
* Document all calls within three days.\*
* Provides on-call coverage, 24 hours/day a minimum of one week per year. \*
* Attends appropriate workshops, conferences to enhance knowledge and skills.\*
* Develops person centered goals together with client and families and implements them with professionals to achieve best possible outcomes.\*
* Achieve required level of Universal Assessment proficiency per the State’s requirements.\*
* Complete and document all incident reports and notify leadership within 24 hours.\*
* Performs other duties as assigned\*

*\* Indicates essential function*

**Knowledge, Skills and Abilities Required:**

* Ability to learn and implement principal practices of community-based health and social service delivery systems, generalist care management principles.
* Skills and ability to establish effective relationship with team and provider staff.
* Able to learn and navigate CMS/SWCAA’s Care Management system.
* Able to travel throughout Fairfield County, walk to and from client homes, use stairs as necessary and work in diverse, non-climate controlled-environments
* Proficiency with basic computer software programs; ability to enter information in the care plan; able to work in all State computer systems and web-based portals.
* Ability to learn and apply DSS/COU financial requirements including Title 19 and Title 18 programs.
* Ability to obtain a comprehensive understanding of psychosocial, physical, environmental, spiritual, and emotional needs, concerns and issues related to the geriatric population.
* Ability to utilize critical thinking skills, advocacy and professional judgment.
* Demonstrates effective communication (verbal and written) and interpersonal skills.
* Ability to process and retain large amounts of complex information.

**QUALIFICATIONS:**

* Bachelor’s Degree in Nursing, Social Work or related field.
* Minimum two years experience in health or human services; may substitute Bachelor degree in Nursing, health, social work, gerontology or related field and one year’s experience.
* Valid CT Driver’s License and reliable transportation.
* Basic computer proficiency.

**Physical and Mental Requirements and Working Conditions:**

* Standard office conditions, equipment and noise level present.
* Performs computer work and is expected to sit an average of five hours per day.
* Ability to use standard office equipment including calculator, copier, fax machine, lap top, personal computer, printer and other equipment as necessary.
* Must be able to sit and get in and out of a vehicle numerous times per day.
* Must travel by car throughout Fairfield County.
* Must be able to handle diverse work environments including visits in client’s homes.
* Must be able to climb stairs as needed to complete client visits.
* Must be able to handle diverse populations such as disabled or non-English speaking.
* Ability to display patience and empathy toward client.
* Ability to resolve conflicts both inter-departmental and client/community services.
* Ability to handle a time-sensitive, stressful work environment.