

## AREA IV AGENCY ON AGING AND COMMUNITY ACTION PROGRAMS, INC.

### Position Description

POSITION: Care Manager

DEPARTMENT: Aging and In-Home Services

REPORTS TO: Supervisor Care Coordination

FLSA STATUS: Full-Time, Regular, Non-Exempt

**POSITION PURPOSE AND OBJECTIVES:** The Care Manager is responsible for providing ongoing casework for Aging programs/funds/activities related to the provision of services for Older American's Act, Waiver Intake Process, Family Caregiver, Information and Referral, ADRC, SHIP, Older Hoosiers, PAS, CHOICE, SSBG, MFP, TBI Waiver, A & D Waiver; and other privately funded sources.

#### ESSENTIAL FUNCTIONS:

- The completion of comprehensive client assessments in areas such as housing, income, nutritional needs, informal and formal support systems, health conditions, impairment level, functional needs, mental health status, etc.
- Development of a comprehensive, cost effective, plan of care with the client and/or his or her caregiver/informal supports. Completion of all documents required by this agency to provide services.
- Linkage of client to the available and most suitable services to include frequency of services, dates of delivery, and source of reimbursement.
- Ongoing monitoring, review, and care coordination with the client, caregiver/informal supports, vendor/provider, and other involved persons, and advocacy on behalf of the client in situations where the need arises.
- Reassessments of eligibility in a timely manner and in accordance with program regulations.
- Assist clients with advocacy in such areas as housing, utility assistance, Medicaid applications, etc. as needed within required time frames.
- Completes required documentation (including all client related activities) and reports in a timely and concise manner.
- Attends staff meetings, works closely and coordinates with other agency staff members as needed, and consults with Supervisor of Care Coordination as necessary.
- Achieve and maintain certification as an Indiana Case Manager as defined by the state FSSA Department, including attending/maintaining required trainings annually, and; participate in continued education, in-services and workshops as appropriate.
- Other duties as assigned by the Supervisor Care Management and Deputy Director of Aging and In-Home Services

#### REQUIREMENTS AND QUALIFICATIONS:

Must have one of the following: An RN with one year's experience in human services; or a Bachelor's or Master's degree in Social Work, Psychology, Counseling, Gerontology, Nursing or Health and Humans Services; or a Bachelor's degree in any field with a minimum of two years full-time direct service experience with the elderly or disabled (this experience includes assessment, care plan development, and monitoring); or an Associate's degree in nursing; or an Associate's degree in an field with a minimum of four years full-time direct service experience with the elderly or disabled (this experience includes assessment, care plan development, and monitoring). Ability to observe, compare, and monitor

behaviors, records and data to determine compliance with prescribed standards, policies and procedures. Ability to comprehend, analyze, make inferences and references from written material. Must possess the ability to organize and multi-task as well as exercise critical thinking skills to solve problems. Must possess strong computer skills and have the ability to learn new systems and programs. Must possess excellent oral and written communication skills and be able to effectively communicate with staff, clients, and inter/intra agencies. Possess ability and desire to work effectively with clients in a non-judgmental and supportive manner. Consistent, pleasant attitude is necessary with personal maturity considered an important attribute. Must possess the ability to evaluate and react to change in a positive and productive manner. Must have the ability to maintain client confidentiality and to exercise ethical judgment, integrity, dependability and accountability in the performance of duties. Must have a reliable means of transportation to and from work as well as the ability to travel to various client homes, hospitals or nursing facilities for consultations.

**PHYSICAL REQUIREMENTS:**

To perform the essential functions of this position, the employee is regularly required with or without reasonable accommodations to sit, stand, bend and reach with manual dexterity sufficient to operate standard office machines such as computers, fax machines, copiers, telephones and other office equipment. The position may require long periods of data entry. The position requires normal range of hearing and vision. May require lifting of up to 15 pounds.

**ACKNOWLEDGMENT**

Acknowledgement of this Position Description does not constitute a contract of employment. This position can be modified at any time for any reason with authorization from the Executive Director. Area IV Agency on Aging and Community Action Programs, Inc. is an Equal Opportunity Employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law.

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Employee/Date

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Executive Director/Date

Revised: June 2020