



Job Description

Position Title: Community Services Case Manager-Longview

FLSA: Non-exempt

Range: 20

(\$59,424 - \$81,912 annually on a 14-step scale, candidates typically start at first step)

Reports to: Community Services Supervisor

Supervisory Responsibilities: None

SUMMARY:

Assess needs of clients utilizing standardized assessment tools. Clients include family caregivers, older persons and adults with disabilities. Develop and administer client centered service plans which will result in maintaining the client (or client's care receiver) at the highest level of independent living possible. Authorize and obtain in-home and community based services in accordance with the client's service plan.

Support unpaid caregivers who have primary responsibility for the care or supervision of an adult (age 18 or older) with one or more functional disabilities.

Assist adults with disabilities and older persons to: (1) maintain their independence in the community; (2) be diverted from nursing home or other institutional settings (3) make a timely return home following a short hospital or residential stay; and (4) remain at home with support.

Provide outreach and promotion of the Family Caregiver and Community Services programs.

ESSENTIAL FUNCTIONS:

- Assess clients using standardized assessment tools to include CLC GetCare and TCARE.
- Develop a person-centered plan of care with identified outcomes.
- Authorization of in-home and community services in accordance with client's service plan.
- Promotes diversity, equity, inclusion and access to programs to those with the greatest economic and social need, minorities, those who care for or who have dementia, persons at risk of institutionalization, those who have non-dominant-culture relationships or family dynamics, and those who care for or who are 60 years of age or older or living with a disability.
- Implement evidence-based programs.
- Provide support to clients when transitioning from one setting to another.
- Provide resolution of client directed concerns with service delivery quality.
- Referral to and coordination with providers of community services which may include mental health, adult day care, Veterans Administration and disability service organizations.
- Service plan termination and follow-up.
- Utilize agency nursing staff for case consultation, service plan development and provider oversight.
- Maintenance of client records.

- Assist in promoting Family Caregiver and Community Services programs.

Knowledge, Skills, and Abilities:

- Knowledge of local in-home and community options and resources for the elderly and adults with disabilities and their caregivers.
- Direct functional assessment, service planning and implementation experience.
- Ability to function in a multi-lingual, multi-cultural environment, including providing service with use of interpreters.
- Ability to travel to and from clients' homes and other community agencies which might not be ADA accessible.
- Ability to maintain paper and electronic records and files of clients and services provided and to report those accordingly.
- Ability to establish and maintain effective working relationships with clients, client families, diverse service provider network, medical personnel, and Agency staff.
- Ability to work independently in the field.
- Ability to work under pressure, within short timelines to implement service plan.
- Ability to communicate verbally in the English language in face-to-face one-on-one settings, in group settings, by personal computer, or using a telephone.
- Ability to produce written documents with clearly organized thoughts using proper English sentence construction, punctuation, and grammar.
- Computer and software skills; ability to operate general office equipment; work at a desk using phone and computer for up to eight hours a day.

Minimum Qualifications:

- Master's Degree in behavioral or health science and one year paid on the job social service experience OR
- Bachelor's Degree in behavioral or health sciences and two years of paid on the job social service experience OR
- Bachelor's Degree and four years of paid on the job social service experience
- Possession of a valid driver's license and minimum state-required vehicle insurance and have use of reliable transportation.

Working Conditions and Physical Effort:

- While performing assessments in varied residential environments, the employee travels by automobile and is exposed to changing weather conditions.
- A portion of the work is in a typical interior/office work environment.
- While performing the duties of this position, the employee is regularly required to talk, hear, stand, walk, sit, use hand to finger, handle or feel objects, tools, or controls, and reach with hands or arms. The employee occasionally lifts or moves up to 10 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Date: 11.21.22

The statements contained herein reflect general details as necessary to describe the essential functions of this job, the level of knowledge and skill typically required and the scope of responsibility but should not be considered an all-inclusive listing of work

requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload.