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| JOB TITLE: | Aging Care Manager I | PAGE: | 1 |
| DIVISION/ DEPARTMENT: | Aging | FLSA STATUS: | Non-Exempt |
| REPORTS TO: | Aging Care Management Supervisor II |  |  |

**OVERALL PURPOSE**

The purpose of this position is to provide beginning-level care management services to older adults in need of protective services. This position participates in formal and on-the-job training in the methods, procedures, policies, and regulations. Case work is performed under observation and supervision.

**ESSENTIAL FUNCTIONS**

1. Participates in professional development and on-the-job training.
2. Recognizes the need for protective and supportive services for abused, exploited, or neglected older adults and completes Report of Need assessments in statewide database.
3. Aids Aging Care Managers II & III in the protective services department
4. Reads and evaluates protective service records and prepares case documentation.
5. Obtains information from consumer, members of consumers’ families, neighbors, and other persons necessary for the identification of social, economic, emotional, health or physical needs and for assisting consumers in obtaining a variety of services for older adults based on proper procedures and established policy.
6. Demonstrates an understanding of the protective services program, policies, and procedures.
7. Provides information and referrals to older adults for available supports and services.

**OTHER DUTIES**

* + Abide by all policies and procedures established by the County
  + Attend all required meetings and trainings
  + Perform all other duties as required

**QUALIFICATIONS**

**EDUCATION/EXPERIENCE AND/OR TRAINING**

* Three years as an Aging Case Aide 2; or
* A bachelor’s degree which includes or is supplemented by 12 credit hours in social sciences, behavioral sciences, human services, or a closely related field; or
* An equivalent combination of experience and training

**LICENSES OR CERTIFICATIONS**

* + If driving is required to complete the essential functions of this position, a valid driver’s license is required.

**WORK-RELATED KNOWLEDGE**

* Knowledge of social casework principles and method
* Knowledge of the availability of community support services for the benefit of older adults
* Knowledge of current social, economic and health problems and resources as they relate to older adults
* Knowledge of the basic principles and methods of program interpretation and community organization
* Knowledge of individual and group behavior and ways of working effectively with older adults who have social, economic, emotional or health problems
* Skill in the development of care plans for older adults
* Ability to establish and maintain effective working relationships with consumers, other members of the staff, outside agencies and institutions, and the public
* Ability to plan and organize work, prepare adequate records and reports, set priorities, and maintain a caseload of older consumers in an effective manner
* Ability to maintain agency confidentiality standards
* Ability to understand and accept the needs and rights of others and to work with older adults who are physically or emotionally disabled or economically disadvantaged
* Ability to work effectively with people and aid them to grow in the constructive use of their potential in adjusting to their specific problems

**KNOWLEDGE, SKILLS, AND ABILITIES**

**PROBLEM-SOLVING SKILLS**

* Offer highest level of innovation and problem-solving skills to influence overall efficiency, avoidance of lawsuits, improvements in productivity, outcomes, etc.

**VERBAL & WRITTEN COMMUNICATION SKILLS**

* Use verbal skills to transfer information to groups.
* Ability to communicate effectively with Aging staff, medical personnel, consumers, the family members of consumers, and the public (verbally and in writing)
* Ability to prepare a variety of documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style
* Ability to clearly express ideas orally and in writing and to interpret laws and regulations
* Ability to comprehend and interpret a variety of document
* Ability to record and deliver information, explain procedures, and follow instructions

**MATH SKILLS**

* Financial management, budgetary responsibility, forecasting/projections, etc.

**COMPUTER SKILLS**

* Internet/e-mail
* Presentation software
* Spreadsheet software
* Word processing software
* Other: SAMS

**TOOLS AND EQUIPMENT:**

* General Office Equipment

**MENTAL DEMANDS** (Typically required on a regular basis to successfully perform the essential functions of the job.)

* Concentration/Attentiveness
* Decision Making
* Manage Multiple Projects/Tasks
* High Pressure for Results
* Independent Judgment and Discretion
* Record Keeping
* Respond to Angry/Upset Individuals
* Read and comprehend instructions /work orders
* Organize and Prioritize
* Relate to Others

**PHYSICAL DEMANDS** (Typically required on a regular basis to successfully perform the essential functions of the job.)

* Ability to stand
* Ability to walk
* Ability to sit
* Ability to lift up to 40 lbs.
* Ability to use both hands
* Ability to use both legs
* Ability to communicate orally
* Ability to hear conversation
* Ability to climb stairs
* Ability to balance

**WORKING CONDITIONS** (Typically required on a regular basis)

* This position ***typically*** requires work in a normal office environment.
* Work outside and inside
* Works with elderly clients

**PERSONAL PROTECTIVE EQUIPMENT** (Typically required on a regular basis)

* This position ***typically*** does not require the use of personal protective equipment, however, due to this position requiring possible action at consumer’s homes, employees must be able to negotiate and endure any and all environmental conditions such as weather, animal and insect infestations, pet issues, olfactory issues, bodily fluid issues, hoarding conditions, etc.

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I have read the above position description and fully understand the requirements set forth therein. I can perform the essential functions of the position with or without accommodation. I will perform all duties and responsibilities to the best of my ability.

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| Signature of Employee |  | Date |
|  |  |  |
| Signature of Supervisor/HR Representative |  | Date |