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

**OVERALL PURPOSE**

The purpose of this position is to provide care management services to older adults in need of protective services by developing care plans, identifying resources, and assessing for level of care.

**ESSENTIAL FUNCTIONS**

1. Recognizes the need for protective and supportive services for abused, exploited, or neglected older adults and completes Report of Need assessments in statewide database.
2. 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.
3. Completes Protective Services Basic Training in order to investigate allegations of abuse, and offers services to detect, correct or reduce the risks associated with all types of abuses identified.
4. Demonstrates an understanding of the protective services program, policies, and procedures.
5. Aids Aging Care Managers III in the protective services department.
6. Conducts comprehensive assessments and data entry into statewide data base within established timeframes.
7. Works in close cooperation with other social agencies, hospitals, clinics, courts and community resources in planning to meet the needs of consumers and assists the consumer in utilizing resources.
8. Develops, implements, monitors, and modifies person centered care plans to support older adults.
9. Ensures the well-being of older adults, as well as their living situation, financial circumstances, personal safety, and quality of life.
10. Provides information and referrals to older adults for available supports and services.

**OTHER DUTIES**

* + Deliver public presentations on Area Agency on Aging services and programs.
  + 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**

* Six months as an Aging Care Manager I or a County Caseworker I; or
* Successful completion of the County Social Casework Intern program; or
* Six months of professional human services or nursing experience; and
* A bachelor’s degree 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 in order to complete the essential functions of this position, a valid driver’s license is required.
  + Successfully passing civil service examination 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 general 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
* High Level of Decision Making
* Manage Multiple Projects/Tasks
* High Pressure for Results
* Independent Judgment and Discretion
* High Level of 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 |