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| JOB TITLE: | Aging Care Manager III | 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 investigate reports of abuse, neglect, exploitation, and/or abandonment, developing service plans, and managing specialized services for older adults. Work is performed independently in accordance with statutory requirements and timeframes; and is reviewed by a supervisor through conferences, reports, and assessment of outcomes.

**ESSENTIAL FUNCTIONS**

1. Investigates allegations of abuse, and offers services to detect, correct or reduce the risks associated with all types of abuses identified.
2. Ensures the well-being of older adults, as well as their living situation, financial circumstances, personal safety, and quality of life.
3. Interprets and applies protective services legislations, regulations, policies, and operating procedures.
4. Evaluates the medical, social, and psychological needs of older adults.
5. Conducts comprehensive assessments and data entry into statewide data base within established timeframes.
6. Consults with professional staff in other program areas to discuss assessments, diagnoses, and plans of treatment or support.
7. Develops, implements, monitors, and modifies person centered care plans to support older adults.
8. Coordinates plans with other agencies to refer older adults for additional services, and assisting older adults in utilizing available services to meet their needs.
9. Testifies in court concerning various aspects of assigned cases as needed.

**OTHER DUTIES**

* + Delivers 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**

* One year as an Aging Care Manager II or Aging Program Assessor; or
* One and one-half years of professional human services, law enforcement, or nursing experience; and a bachelor’s degree in social sciences, human services, or a closely related field; or
* An equivalent combination of experience and training which includes six months of professional human services, law enforcement, or nursing experience

**LICENSES OR CERTIFICATIONS**

* + If driving is required 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 laws, regulations, and policies governing protective and human service programs.
* Knowledge of current social, economic and health problems and resources as they relate to older adults
* Knowledge of individual and group behavior and ways of working effectively with older adults who have social, economic, emotional or health problems
* 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 establish and maintain effective working relationships with consumers, other members of the staff, outside agencies and institutions, and the public
* 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

**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 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 |