

TITLE: Case Manager

REPORTS TO: Senior Programs Coordinator

QUALIFICATIONS:

1. Bachelor's degree in social work or similar field of study with a minimum of one year's experience in social service area; or
2. Registered Nurse with at least one year of nursing experience; or
3. LPN with a minimum of one year's experience in senior case management services; or
4. One year of program experience may replace one year of college education up to and including four years of experience replacing a baccalaureate degree.
5. Experience working with senior citizens preferred
6. Demonstrates good verbal and written communication and organization skills.
7. Possesses and maintains current CPR certification.

SUMMARY OF JOB RESPONSIBILITIES

The case manager is responsible for providing assistance either in the form of access or care coordination in circumstances where the older person and/or their caregivers are experiencing diminished functioning capacities, personal conditions or other characteristics that require the provision of service by formal/informal service providers.

RESPONSIBILITIES AND DUTIES

1. Develop a Plan of Care in conjunction with the client and be knowledgeable of the resources available in the community and utilize them to augment and strengthen the client's plan of care.
2. Identify and arrange for support and services from traditional or non-traditional sources.
3. Determine eligibility for services, CCP being one of an array of services for which the client may be eligible.

4. Provide on-going monitoring of the client Plan of Care providing information, assistance and support to the client.
5. Act as client advocate with service providers and other organizations.
6. Coordinate with other community and voluntary organizations for the provision of case management services.
7. Participate in in-service programs.
8. Other duties as delegated by the Senior Programs Coordinator.

The above statements are only meant to be a representative summary of the major duties and responsibilities performed by incumbents of this job. The incumbents may be requested to perform job related tasks other than those stated in this description.

WORKING CONDITIONS

1. General office environment
2. Community and home environment
3. Exposure to infectious disease
4. In and out of automobile
5. Exposure to individuals with altered mental status, histories of drug and alcohol abuse, criminal backgrounds, or victims of domestic violence.

CONTINUING EDUCATION REQUIREMENTS

1. Must maintain case management certification as required by East Central Illinois Area Agency on Aging.
2. Agency personnel are expected participate in appropriate continuing education as may be requested and/or required by their immediate supervisor/director. All agency personnel must attend mandatory educational programs.