

CASE MANAGER – Aging Program - SENIOR SERVICES

CLASSIFICATION TITLE: CASE MANGER Aging Program (PART-TIME)

PURPOSE OF CLASSIFICATION

Under the supervision of the Aging Program Administrator, the Case Manager provides case management and service coordination for older adults participating in the Aging Program. The position assesses participant needs and coordinate appropriate services, including home-delivered meals, in-home services, transportation and other available community resources. The Case Manager works collaboratively with participants, families, service providers and community agencies to support participant well-being, independence and access to needed services.

ESSENTIAL FUNCTIONS

Accept and document referrals; conduct home visits; complete comprehensive assessments to determine participant needs and eligibility for appropriate services.

Review participant information and assessment results to identify individual needs and assists in developing individualized care or service plans outlining the specific services and supports to be provided.

Identifies, coordinates, and mobilizes community resources to address participant needs and maintain an updated resource directory for use in service planning and referrals.

Collaborates with other service providers, agencies, and community organizations, when appropriate and feasible also, coordinate services and provide additional support to participants.

Develop, maintain, and update participants file, records, assessments, care plans, and supporting documentation, including documentation of changes in participants status or services.

Enters case notes, assessments, care plans, service information, and other required documentation into the agency's electronic case management system, currently WellSky.

Conduct visits, as needed, to nursing homes, hospitals, Housing Authority offices, Social Security offices, and other relevant agencies or organizations to gather information, coordinate services, and identify resources for participants.

Assist participants in completing applications and forms, apply for appropriate services, in addition to understanding or responding to correspondence related to their benefits and services.

Make appropriate referrals to Adult Protective Services, volunteer programs, transportation services, Senior nutrition programs, financial assistance programs, and other community resources based on participant needs.

Monitor participants needs and service plans along with coordinating follow-up services as appropriate.

Maintains participant confidentiality and protects participant rights in accordance with applicable laws, regulations, and agency policies.

Works closely with Aging Program staff and other departmental personnel to ensure effective communication, service coordination, and continuity of care.

Attends and actively participates in staff meetings, workshops, seminars, conferences, and other professional development and training activities to enhance knowledge and skills related to aging and social services.

Prepares and submits required reports and documentation in a timely and accurate manner.

Performs other related duties as assigned.

Essential duties are mainly performed in an office, participant's home, or community setting.

The position typically does not involve frequent exposure to harsh or unsafe conditions.

Occasional travel to participant residences, healthcare facilities, government offices, and other community locations is required.

ADDITIONAL FUNCTIONS

Provide information, assistance to participants and families regarding available aging, health, social, and community services. Support the Aging Program in identifying service gaps and community resources that may benefit program participants. Perform other duties and responsibilities consistent with the position as assigned.

MINIMUM QUALIFICATIONS

Associate degree in health and human services, social services, gerontology, or a related field; or High school diploma or GED, combined with relevant experience in aging services, social services, healthcare, human services, or a related field. Demonstrate interest in and understanding of the needs, concerns, and well-being of older adults. Ability to communicate effectively with older adults, families, service providers, and community partners. Ability to maintain accurate and confidential participant records. Must not have been convicted in any jurisdiction of abuse, neglect, or exploitation, or of any crime, excluding misdemeanors and traffic violations, that would pose a safety or health risk to clients or their families. Must possess and maintain a valid driver's license and reliable transportation.

ADA Compliance

Physical Ability: This position requires the ability to perform sedentary to light physical work, including occasional lifting, carrying, pushing, and/or pulling of lightweight objects and materials generally weighing between 5 and 10 pounds. The position may require extended periods of sitting, standing, walking, and working at a computer or workstation. The employee must have the ability to perceive and distinguish visual information and communicate effectively, both orally and in written.

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

Clayton County, Georgia, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are encouraged to discuss potential accommodations with the employer.