

Care Manager

EMPLOYER AFFILIATE: North Shore Senior Options

REPORTS TO: Managing Director, Senior Options

FLSA STATUS: Exempt

LOCATION: Northfield, IL

PT/FT: Full-time

SUMMARY: In alignment with company mission, vision, and values, the **Care Manager** coordinates and manages service delivery to clients, optimizing their ability to remain independent and safe at home.

DUTIES AND RESPONSIBILITIES:

- Provides services primarily in the home, but may also provide services in the office, in a hospital, in a residential facility such as independent living, assisted living, skilled nursing, or in other locations. Assists with transitioning from current housing to more appropriate housing, as needed.
- Conducts a comprehensive assessment to identify needs, and develops and implements a person-centered plan of care designed to meet the client's needs, with specific objectives, goals, actions and timelines. Coordinates health and medical care.
- Makes referrals to appropriate community agencies such for medical, mental, physical, financial, legal, social, and other needs. Plans recreational and social activities, plans for emergency situations, and plans for future needs. Arranges transportation to medical or other appointments.
- Provides advocacy for the well-being of the client, while also providing emotional support and conflict resolution to family members. Facilitates family communication.
- Ensures regular and effective communication with clients, families and in-home staff through ongoing home visits, meetings with members of the client committee, telephone contact, email updates, and written documentation.
- Records all time spent on client-related tasks, including travel time, in CDS.
- Completes 15 hours minimum of continuing education each year in topics relevant to serving older adults.
- Performs other related duties as assigned by management.

SUPERVISORY RESPONSIBILITIES:

- This job has no supervisory responsibilities.

QUALIFICATIONS:

- Master's Degree in social work or equivalent degree in related field, or at least 3 years of related experience and/or training, or equivalent combination of education and experience.
- A minimum of 2 years' experience in care management

- Certificates, licenses and registrations required: Licensed Clinical Social Worker (LCSW), preferred; current CPR/AED and First Aid certifications (may be obtained within 1 month of hire)
- Computer skills required: Microsoft Office suite of programs
- Other skills required:
 - Knowledge of the aging process and chronic disorders including Alzheimer's disease and other dementias
 - Experience working with clients at home in the community
 - Ability to present to large, public, community groups on various aging topics
 - Ability to make independent decisions when such action is needed
 - Strong written and verbal communication skills
 - Ability to build relationships working with clients, family members, colleagues, community members and other stakeholders
 - Ability to work well as part of a team, as well as be a self-starter, and work independently in the field
 - Sensitivity to cultural diversity
 - Availability to provide services outside of the normal business hours of 9am-5pm
 - Provide on-call support to ongoing clients while carrying company cell phone/pager
 - Current driver's license, current vehicle insurance and access to a reliable car; Driver's license and insurance will be verified post offer, prior to hire; driving record will be reviewed post offer, prior to hire and annually thereafter

To be considered for this position, please send your resume and salary requirements to hr@nssc.org.

EEO: North Shore Senior Center is an equal opportunity employer; applicants are considered for all positions without regard to race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), marital status, parental status, national origin, age, disability, veteran status, genetic information, or any other status protected by applicable federal, state or local law.