

JOB TITLE: Care Manager

EMPLOYER AFFILIATE: North Shore Senior Options

DEPARTMENT: North Shore Senior Options

REPORTS TO: Care Management Supervisor

FLSA STATUS: Non-exempt

LOCATION: Arthur C. Nielson, Jr. Campus, Northfield, IL

FT/PT: Part-time (10-15 hours/week)

SUMMARY: The Care Manager coordinates and manages service delivery to clients, optimizing their ability to remain independent and safe at home.

DUTIES AND RESPONSIBILITIES:

- Conducts comprehensive assessments to identify current and future needs.
- Develops, implements, and monitors a person-centered care plans.
- Coordinates care and services according to the needs of the client.
- 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.
- Makes referrals to appropriate community agencies such for medical, mental, physical, financial, legal, social, and other needs.
- Develops plans for emergency needs.
- Provides resources for recreational and social activities, if needed.
- Communicates with clients, families, and medical and other providers.
- Arranges transportation to medical or other appointments and may accompany client, as needed.
- Maintains regular and effective communication with clients, families and others included in clients' care including in-home workers, and medical, financial and legal professionals through ongoing home visits, in-person meetings, telephone calls, email updates, and written documentation.
- Records all time spent on client-related tasks, including travel time.
- Makes referrals to other NSSC and community resources, as appropriate.
- Provides educational programs to community and professional groups.
- Follows all program standards and procedures.
- Refers to the Adult Protective Services (APS) program when abuse, neglect or exploitation is suspected.
- Completes all paperwork and required documentation in a timely manner.
- Attends scheduled program and staff meetings; participates in all required trainings.
- Completes a minimum of 18 hours of continuing education each year.
- Responds to medical emergencies and performs CPR/AED and First Aid if certified.
- 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, care management software and ability to learn proprietary program databases
- 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 make community and public presentations
 - 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 and be available outside of regular business hours to provide on-call support to ongoing clients
 - Current driver's license, current vehicle insurance and access to a reliable car

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

EOE: 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.