

POSITION: Older Adults Care Coordinator/Case Manager

DEPARTMENT: Senior and Family Services

REPORTS TO: Clinical Supervisor

FLSA STATUS: Exempt

LOCATION: Northfield, IL or Niles, IL

PT/FT: Full-time (35 hours/week)

SUMMARY: The **Older Adult Care Coordinator/Case Manager** provides general case management and Community Care Program (CCP) services to clients residing in the North Shore Senior Center service area.

Care Coordinators are located out of both our Northfield and Niles offices.

NSSC is a small non-profit social services agency with just over 100 employees. For the second year in a row, Chicago Tribune has recognized NSSC as a Top Workplace in the Chicagoland area. We are looking for someone who will bring their experience and passion to support the independence and well-being of older adults.

We work hard to foster a very supportive work environment. We put in time to make sure new employees are well-trained and supported as they start a new role. We also offer clinical supervision for those looking to obtain an LCSW.

DUTIES AND RESPONSIBILITIES:

- Meets face to face with clients in the office and in the clients' home
- May conduct a Choices for Care assessment for clients in the hospital or nursing facility.
- Conducts a Comprehensive Care Coordination assessment of each client and develops a care plan with client's input utilizing Illinois Department on Aging (IDoA) forms.
- Implements and monitors care plans, coordinating community resources with other supportive services.
- Arranges with vendors to provide service to clients.
- Provides information and referral to clients and their family members.
- Makes referrals to community agencies as appropriate.
- Refers to the appropriate Adult Protective Services (APS) agency when an abusive situation is present.
- Meets with program supervisor for regularly scheduled supervision.
- Maintains Comprehensive Care Coordination (CCC) certification.
- May coordinate programs, such as Low Income Home Energy Assistance Program (LIHEAP), Community Based Residential Facility (CBRF), Title III programs, Senior Advocacy.

- May provide outreach services for homebound elderly at other senior centers and in senior housing facilities.
- May provide educational services to community groups and professional agencies.
- May facilitate support groups.
- Completes statistical data and required paperwork in a timely manner.
- Attends scheduled staff meetings.
- 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:

- Bachelor's Degree (BA) from four-year college or university in social services or related field
- Master's Degree (MA) or equivalent in social work, counseling, or related field, preferred
- Minimum of 1 year experience in providing social services for older adults
- Certificates, licenses and registrations required: Comprehensive Care Coordination (CCC) certification (may be obtained upon hire)
- Certificates, licenses and registrations preferred: current CPR/AED and First Aid certifications
- Computer skills required: Microsoft Office Suite; ability to learn internal proprietary database

Other skills required:

- Knowledge of community supportive services
- Sensitivity to cultural diversity
- Current driver's license and access to a vehicle

Other skills preferred:

- Experience with Community Care Program (CCP)
- Second language skills preferred, but not required. North Shore Senior Center serves clients from a wide variety of cultural backgrounds. Second language skills in particularly high demand for Russian, Assyrian, Gujarati, and Urdu.

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.