

**JOB TITLE:** Care Coordinator (Home Options Path to Empowerment – H.O.P.E.)

**EMPLOYER:** North Shore Senior Center

**DEPARTMENT:** Senior Options

**REPORTS TO:** Care Management Supervisor

**FLSA STATUS:** Exempt

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

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

**SUMMARY:** The H.O.P.E. Care Coordinator builds and maintains relationships with residents and staff at select skilled nursing facilities, assesses residents for the possibility of transitioning into the community, partners with other providers, coordinates the activities required to transition clients from skilled nursing facilities into the community, and provides case management after they transition into the community.

**DUTIES AND RESPONSIBILITIES:**

- Assesses nursing home residents through interviews with the individual and nursing home staff, reviews facility records, and speaks with family members, as appropriate, to identify strengths, developmental areas, and independent living skills to determine if they are eligible to transition into the community.
- Develops a comprehensive, person-centered service plan for each client referred for transition and monitors and updates service plan according to program guidelines.
- Facilitates discharge planning and transition to community with client, nursing facility staff, health plan, and other identified supports.
- Provides comprehensive care management after the client transitions into the community, including coordinating benefits, in-home services and community resources; schedules medical appointments; and advocates on behalf of clients as needed.
- Collaborates with partner agencies to facilitate all aspects of the transition.
- Makes referrals to community agencies as appropriate.
- Follows all program standards and procedures.
- Completes all required documentation according to program standards.
- Refers to Adult Protective Services (APS) program or Long-Term Care Ombudsman when abuse, neglect or exploitation is suspected.
- May provide outreach services as needed.
- Meets with manager for regularly scheduled supervision.
- Participates in all required training and 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:**

- Master's Degree (MA, MSW) in social work, counseling, psychology, or related field
- Licensed Clinical Social Worker (LCSW) or Licensed Clinical Professional Counselor (LCPC), preferred
- Minimum of 1 year experience in providing social services for older adults
- Experience in working directly with clients with severe mental health conditions, drug/alcohol abuse and/or complicated physical illness preferred
- Excellent written and oral communication skills needed, with demonstrated ability to engage clients
- Computer skills required: Microsoft Office Suite; ability to learn proprietary program databases
- Available to occasionally work evenings and weekends to meet program needs
- Other skills required:
  - Knowledge of community supportive services
  - Sensitivity to cultural diversity
  - Ability to work with people who have multi-faceted needs
  - Current driver's license and access to a vehicle
  - Experience with Community Care Program (CCP) or other care management program, preferred
  - Experience with Colbert and/or Williams consent decrees, preferred

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To be considered for this position, please send your resume and salary requirements to [hr@nssc.org](mailto: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.*