

CASE MANAGER CARE SERVICES

Shift/Pattern and FLSA Status: Full-time, Exempt

Location: Hybrid – 3227 East 5th Street, Austin, Texas and remote

Supervisor: CARE Services Manager

Position(s) Supervised: none

Payrate: \$22.00

Revision Date: 10/2022

*This position is a year-to-year grant funded position for a minimum of 1 year with the potential of up to 3 years. At the end of the grant, if there is an open position on CARE services, there is a possibility of moving into that position.

JOB SUMMARY

The Case Manager for CARE Services is responsible for assessing the needs and delivering services to approximately 35-45 clients, at a given time, within their professional competency. The position requires consistent exercise of discretion and independent judgment. The Case Manager provides acute crisis intervention to facilitate optimal adjustment either to situations of on-going stress, such as chronic mental or physical illness, or in acutely stressful situations. Other duties include making appropriate referrals to both in-house and community services and providing complex case management and human services work. The level of performance requires application of specialized knowledge and service skills that are used to assist in the development of care plans based on the client's unmet needs and desire to obtain services. The Case Manager provides case management for the length of the care plan and serves as the liaison between clients, client families, caregivers, and service providers. As required, the Case Manager completes a thorough psychosocial assessment and enters necessary and accurate data in the database. The Case Manager advocates for the client while maintaining a professional relationship with both the client and the family members of the client. The Case Manager also identifies problem areas and service gaps in the community and is a change agent on behalf of the client.

QUALIFICATIONS

- Bachelor's degree preferably in social work
- Reliable transportation for making home visits
- 2+ years professional experience in providing direct service case management
- Fluency in Spanish preferred
- Ability to work effectively and comfortably with a diverse clientele and all demographics who have ongoing social service needs
- Ability to advocate on behalf of clients and be committed to finding solutions within a client's comfort level
- Ability to maintain and improve their professional knowledge and skills seeking ways to use the acquired knowledge
- Ability to self-initiate work performance regarding assigned duties
- Superior time management skills with the ability to multi-task difficult, complex cases and situations
- Excellent communicator in written and oral form using language effectively and correctly
- Knowledge about local resources for the elderly and disabled
- Valid Texas Driver's License, dependable transportation and automobile insurance required

KEY RESPONSIBILITIES

- Makes home visits to clients and their families to assess CARE referral needs identified by the Supportive Team, CARE Services Manager or the VP of Client Services.
- Develops comprehensive, complex care plans based on the clients' needs.
- Strive to base all services on an assessment and evaluation of a client based on the client's progress and need for services
- Provides financial assistance resources to facilitate housing stability, utilizing a variety of programs, making referrals to other agencies as needed.
- Completes all necessary paperwork and data entries when utilizing different funding sources.
- Handles telephone contacts with recipients, family and other agencies between home visits.
- Follows up in a timely manner on concerns by volunteers and staff regarding clients. Makes appropriate referrals. Follows up with concerned referral source on any action taken.
- Maintains professional relationships with other organizations that offer services for elderly and homebound people.
- Follows the Social Work Standards of Ethics when interacting with clients, staff and referral resources.
- Completes DADS required HIPAA training and is aware of need for confidentiality.
- During meal delivery hours, assists in handling questions and problems that arise concerning meal delivery.
- Maintains contact with recipients on CARE caseload who are temporarily not receiving meals; ensures that meal service is resumed or permanently discontinued as appropriate.
- Remains informed of and in compliance with funding source guidelines as they apply to the social worker's/care manager's decisions and cases.
- As required, update functional, financial, community support and medical information. Updates client information on Client Database and complete all documentation needed.
- Serves as a C.A.R.E. team member and responds appropriately to cases involving abuse, neglect and exploitation.
- Assists with other projects that are presented as part of the CARE Team.
- Is responsible for ongoing professional education, including learning about important issues impacting this client population; for example: Social Security, Medicare; Medicaid, and Food Stamp guidelines and should have a solid knowledge base in these programs.
- Responsible for fulfilling back-up duties to drive when volunteers are not available and arranges for a substitute if going on vacation or out sick.
- Serves as a mentor to less experienced social workers. Is responsible for assisting with training and supervising of new team members.

WORK ENVIRONMENT