

KIPDA
POSITION DESCRIPTION

Class Title: Case Manager

Division: Social Services

Supervisor: In-Home Services Coordinator

Supervises: None

Class Characteristics: Position is responsible for performing eligibility assessments for in-home services for older persons, and ensuring all In-Home services are delivered as required.

General Duties and Responsibilities:

Essential:

1. Performs in-home eligibility assessments.
2. Monitors clients monthly.
4. Negotiates and prepares person-centered care plans; enters plan into computer system.
5. Responsible for coordinating services and support from all agencies involved in the care plan.
6. Links client with proper resources to solve problems; works with providers/vendors; schedules services and conducts follow-up.
7. Determines cost-sharing amounts.
8. Refers clients to other agencies, as appropriate.
9. Involves family/friends/client in care planning.
10. Contacts providers/vendors to arrange for services.
11. Initiates any corrective action such as modifying, reassessing or terminating services in care plan.
12. Completes Provider Feedback forms and/or helps resolve client issues with appropriate staff.
13. Files case notes as needed.
14. Performs other duties as required.

Non-essential: None.

DESIRABLE QUALIFICATIONS

Training and Experience: Bachelor's Degree in Health or Human Services field with a minimum of one year's experience in health or human services or the education or experience equivalent in the field of aging or physical disabilities; or a Master's Degree in Health or Human Services may be substituted for experience; or an RN with 2 years' experience in the field of aging or physical disabilities.

Special Knowledge, Skills and Abilities:

Knowledge:

1. Knowledge of federal and state statutes, regulation, and policies relating to aging issues.
2. Knowledge of In-Home Service program regulations and guidelines.
3. Knowledge of community resources to assist clients with needs of food, shelter, transportation, etc.

Skills:

1. Skill in use of computers and applicable applications.
2. Skill in the preparation of detailed reports and plans.
3. Skill in strong interpersonal skills relating to the elderly.

Abilities:

1. Ability to formulate comprehensive planning, policies, and procedures and to communicate them clearly and concisely, both oral and written.
2. Ability to establish and maintain effective working relationships with co-workers, clients, family members, and professional staff.
3. Ability to prioritize work, meet deadlines, schedule, and keep appointments.
4. Ability to keep accurate records.
5. Ability to maintain composure under stressful situations.
6. Ability to work independently.

ADDITIONAL REQUIREMENTS:

Instructions: Somewhat general; many aspects of the job are explained in detail, however, must be able to use own professional judgement at times.

Processes: Occasionally must consider different courses of action or deviate from standard operating procedure to complete work.

Review of Work: Supervisor reviews work as needed.

Analytical Requirements: Problems require analysis based on precedent.

Tools, Equipment and Vehicles Used: Normal office equipment (computer, copier, telephone, fax machine, etc.); must operate vehicle as a job requirement.

Physical Requirements of the Job: Work is typically performed while sitting at desk or table with intermittent standing, stooping, and walking; lifting light objects (less than 25 pounds) is a job requirement; operating a vehicle is a job

requirement; work is performed indoors and outdoors, regardless of weather; work is performed in a noisy office space; work requires being in high places, confined spaces (elevators), various homes/apartments/apartment buildings, and/or using stairs.

Contacts: Occasional to frequent public and private contacts requiring tact and diplomacy are requirements of the job.

Confidential Information: Regular use of confidential information is a job requirement.

Mental Effort: Moderate to heavy.

Interruptions: Frequent to constant.

Special Licensing Requirements: Must possess and maintain a valid driver's license. An RN must maintain a valid license.

Availability: N/A

Certification Requirements: Must attend regularly provided training to maintain certification.

Overtime Provision: Exempt.