

## JOB DESCRIPTION

| Position Title   | Department   | Reports to             |
|--|--|------------------------|
| Case Manager   | Case Management  | Director of Operations |
| Employment Status  | FLSA Status  | Effective Date         |
| <input type="checkbox"/> Per-Diem <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time | <input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt |                        |

### POSITION SUMMARY

The Case Manager oversees resident's needs and coordinates with physicians, nurses and other health care providers. The Case Manager is care-driven and believes in facilitating wellness for residents and their families. Takes initiative in instituting case management policies and effectively communicating with residents.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Participates in interviews of potential residents
- Interviews residents in crisis situations involving social, emotional, financial, marital, health, or other problems to develop background and details of problems.
- Assesses and evaluates cases and prepares and implements treatment and case management plans.
- Counsels residents, assisting them to identify and resolve problems and make effective use of resources.
- Works closely with families of residents and provides appropriate clinical services to family members including individual counseling and group work such as family support groups, grievance counseling, and caregiver groups.
- Maintains working relationships with staff of other agencies and institutions, homes, and facilities, and acts as liaison between residents and agency or institution.
- Works collaboratively with medical staff serving residents.
- Develops and maintains contact with other agency staff and local service providers to develop specialized services for seniors and their families.

- Helps residents understand the aging process and how it affects their health and life styles.
- Assists residents in finding ways of adjusting to aging changes that will allow for a life style as comfortable as the situation will permit.
- Encourages residents to do things for themselves to retain feelings of independence and self-esteem.
- Provides consultation to staff on specific cases involving residents.
- Prepares and maintains written case records, reports, and forms, performs case follow-up and closing, and performs other administrative tasks as required.

### **SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities

### **MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Analytical - Collects and researches data; uses intuition and experience to complement data.
- Continuous Learning - Assesses own strengths and weaknesses; seeks feedback to improve performance; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.
- Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; uses resources effectively.
- Use of Technology - Demonstrates required skills; adapts to new technologies; troubleshoots technological problems; uses technology to increase productivity; keeps technical skills up to date.
- Design - Generates creative solutions; demonstrates attention to detail.

- Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Project Management - Communicates changes and progress; completes projects on time and budget.
- Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- Communications - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.
- Cooperation - Establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.
- Managing Customer Focus - Promotes customer focus; establishes customer service standards; provides training in customer service delivery; monitors customer satisfaction; develops new approaches to meeting customer needs.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
- Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
- Written Communication - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.
- Performance Coaching - Defines responsibilities and expectations; sets goals and objectives.
- Team Leadership - Fosters team cooperation; defines team roles and responsibilities; supports group problem solving; ensures progress toward goals.
- Delegation - Delegates work assignments.

- Leadership - Exhibits confidence in self and others; inspires and motivates others to perform well; effectively influences actions and opinions of others; accepts feedback from others; gives appropriate recognition to others.
- Managing People - Fosters quality focus in others; improves processes, products and services.
- Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.
- Visionary Leadership - Displays passion and optimism; inspires respect and trust; mobilizes others to fulfill the vision.
- Business Acumen - Understands business implications of decisions; displays orientation to growth; aligns work with strategic goals.
- Conflict Resolution - Encourages open communications; confronts difficult situations; maintains objectivity; keeps emotions under control; uses negotiation skills to resolve conflicts.
- Impact & Influence - Pursues and wins support for ideas; displays ability to influence key decision-makers; achieves win-win outcomes; uses authority appropriately to accomplish goals; addresses divergent opinions.
- Cost Consciousness - Contributes to revenue.
- Diversity - Shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment.
- Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values.
- Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities.
- Strategic Thinking - Develops strategies to achieve organizational goals; understands organization's strengths & weaknesses; identifies external threats and opportunities; adapts strategy to changing conditions.
- Adaptability - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- Achievement Focus - Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; recognizes and acts on opportunities; takes calculated risks to accomplish goals.
- Personal Appearance - Dresses appropriately for position; keeps self well groomed.

- Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals.; completes tasks on time or notifies appropriate person with an alternate plan.
- Initiative - Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.
- Innovation - Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention.
- Judgement - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- Planning/Organizing - Uses time efficiently; plans for additional resources; sets goals and objectives; develops realistic action plans.
- Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- Quantity - Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.
- Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.
- Education and/or experience – experience in geriatric setting or health care, LMSW required

#### **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk and sit. The employee is occasionally required to use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl and taste or smell. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**NOTE**

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

**Reviewed with employee by**

**Signature:** \_\_\_\_\_ **Name(print):** \_\_\_\_\_

**Title:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Received and accepted by**

**Signature:** \_\_\_\_\_ **Name(print):** \_\_\_\_\_

**Title:** \_\_\_\_\_ **Date:** \_\_\_\_\_

The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.