



## Case Manager

### Definition

Under direction, performs professional social work with senior citizens and/or families to obtain health, financial and social services. Provides assessments and develops and implements case management plans. Performs related duties as required.

### Supervision Received and Exercised

Receives direction from professional or management staff.

### Class Characteristics

This is the full journey level class. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of operating procedures and policies within the department.

### Typical Job Functions

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

Conduct comprehensive client assessments to collect functional, environmental, psycho-social, financial, employment, housing, educational, and health information as appropriate to develop and create a cost effective care plan.

Develop support systems to meet client needs by identifying and coordinating a variety of available services.

Evaluate client risk and assess need for immediate intervention.

Conduct site visits to clients' homes.

Develop, prepare and present training and educational programs/workshops.

Prepare written reports for funding agency, city, and cooperating agencies.

Assist in the recruitment, training, supervision, and support of volunteers and part-time staff.

Interpret and explain laws, regulations and service programs to elders and others.

Determine need for and conduct inter-agency and/or family conferences.

Provide supportive counseling and advocacy for clients.

Determine quality and effectiveness of services provided and if necessary, develop and implement new processes and procedures.

Build and maintain positive working relationships with co-workers, other city employees and the public using principles of good customer service.

### **Qualifications**

#### **Knowledge of:**

Principles and practices of social work as applied to senior populations.

Principles and techniques of interviewing, mental health, diagnostic assessment and a variety of counseling methods.

Medical, psychological, educational, social service, legal, and community resources.

Signs and symptoms of mental illness and diseases which cause memory loss. Family dynamics, and human behavior related to the aging process.

Cultural influences on behavior in a multicultural community.

Laws and regulations regarding elder abuse and functions of public assistance and social service systems.

#### **Ability to:**

Plan, develop, and implement case treatment plans.

Conduct home site visits.

Assess undefined, potentially complex situations. Use diagnostic assessment tools to assess physical and psychosocial needs of clients.

Engage clients in the problem solving process.

Prepare and implement case management plans.

Interpret and explain complex laws and regulations to clients and the general public.

Prepare and present training programs and workshops.

Analyze situations and determine proper course of action by making decisions and utilizing independent judgment.

Maintain records and prepare clear, concise, and complete reports.

On a continuous basis, know signs and symptoms of mental illness. Understand cultural influences on behavior. Identify need for services. Analyze and assess elders and caregivers by active listening and direct observation. Intermittently interpret laws, regulations and elder service programs. Problem solve to assess needs of clients. Observe seniors for assessment purposes, and explain regulations and findings to clients and families.

On an intermittent basis, sit, bend, twist, and climb while performing site visits. Use telephone, and write or use a keyboard to communicate through written means, and lift or carry weight of 25 pounds or less.

Work with various cultural and ethnic groups in a tactful and effective manner.

Obtain information through questioning. Establish and maintain effective casework relationships with clients.

Use a computer, calculator, telephone, and photocopy machine.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

### **Education and Experience**

*Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:*

Possession of a Bachelor's Degree from an accredited college or university with major course work in social work, psychology, counseling, sociology, nursing, gerontology or a related field and three years of social service experience, one year of which has been with senior citizens, or equivalent to a Master's Degree from an accredited college or university with major course work in social work, psychology, counseling, sociology, nursing, gerontology, or a related field and one year of professional case management experience involving senior citizens and related geriatric issues.

### **Licenses and Certifications**

Possession of, or ability to obtain, a valid California driver's license.