GENERAL PURPOSE: Under general direction, plans, coordinates and administers the daily supportive services of the Frail and Elderly Program; provides support to seniors and family caregivers of seniors; coordinates support services that promotes independence and allow families to provide in home care for as long as possible to their elderly family member; maintains and keeps accurate case management files and documentation related to clients; and performs other duties as assigned by the Frail and Elderly Services Program Manager.

MINIMUM QUALIFICATIONS:

Education and Experience:
- Associates Degree in Gerontology, Geriatrics, Social Work, Community Services, Business/Public Administration, or related field and three years of gerontological client case management experience in a health or home healthcare environment; OR an equivalent combination of education and experience.

Required Licenses or Certifications:
- Valid New Mexico Driver’s License.

SUPERVISION RECEIVED AND EXERCISED:

Position reports to the Frail and Elderly Services Program Manager and does not exercise supervision over lower level staff.

ESSENTIAL JOB FUNCTIONS: The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

- Drives to and meets with clients in their homes to assess their needs; discusses community resources that may be of benefit to the clients; assesses client's nutrition, social, financial, and medical needs; determines which referrals are appropriate based on the assessment; and answers questions about available services within the community.
- Contacts clients and their families by telephone to keep updated on the status of critical situations; meets with Homemakers and supervisor on a regular basis to provide and receive updates on client status; maintains and keeps accurate case files and documentation of all issues relating to client files; completes required program forms including service agreement forms, exit forms, and AAA forms; updates client database with changes; and prepares and files weekly reports submitted by in-home workers.
- Coordinates services for and on behalf of clients; makes referrals to outside agencies; meets with supervisor to assign in-home services; and communicates and collaborates with other agencies to follow up on client status of referrals.
- Researches resources that would benefit clients of senior programs; conducts outreach in the community; leaves and/or distributes pamphlets and information at locations within the county where seniors may frequent; and meets with apartment managers, doctor’s offices, food pantries, and others to explain the Frail and Elderly Program services.
JOB DESCRIPTION
Frail and Elderly Program Case Manager

- Attends required training to maintain and keep up-to-date on position qualification requirements.
- Performs other related duties as assigned.

Required Knowledge of:
- Operational characteristics, services, and activities of assigned senior program, including business/industry principles and practices related to work assigned.
- The Older Americans Act, gerontology, program development and intergenerational programming.
- Case management, health plan, home health care and/or hospital discharge planning.
- Medicare/Medicaid criteria and reimbursement methodologies.
- Social services, senior benefits and client relations.
- Senior nutritional, social, financial, and medical, and hygiene needs.
- Techniques of program administration and evaluation and financial and other reporting.
- Community resources and programs both public and private.
- Federal, state, and local laws and regulations related to program area.
- Effective communication principles and practices including oral and written communication; to include public relations and public speaking.
- Modern office procedures, methods, and equipment including computers, computer applications such as word processing, spreadsheets, and statistical databases.
- English usage, spelling, grammar, and punctuation.
- Principles of business letter writing.

Required Skill in:
- Administering assigned senior services program in a public-sector setting.
- Coordinating assigned senior program activities.
- Performing comprehensive social assessments and planning and evaluating client care programs.
- Maintaining records, both manually and by automated methods and preparing accurate reports, correspondence, and memoranda.
- Interpreting and implementing rules, regulations, policies and procedures related to senior services programs.
- Assessing program achievements and deficiencies and developing solutions to address problems.
- Researching and preparing administrative reports and program evaluations.
- Applying project and program management techniques and principles.
- Communicating effectively verbally and in writing, including public relations and public speaking.
- Establishing and maintaining effective working relationships with employees, other agencies, and the public, including meeting and dealing tactfully with the public.
- Utilizing personal computer software programs and other relevant software affecting assigned work and in compiling and preparing spreadsheets.
- Interpreting and administering policies and procedures sufficient to administer, discuss, resolve, and explain them.

Physical Demands / Work Environment:
- Work is performed in a standard office environments and client homes.
- Work frequently involves extended periods of time viewing a computer monitor and operating a keyboard.
- Work regularly requires speaking, hearing and utilizing a phone, calculator, cell phone, copier or fax machine.
- Essential and supplemental functions may require maintaining physical condition necessary for sitting, walking or standing for prolonged periods of time; bending, stooping, and lifting and carrying items weighing up to 25 pounds.
- May occasionally be exposed to infectious diseases when interacting with clients and/or their families.
• Operates a County vehicle as necessary to meet with clients in their homes, to attend meetings, training or activities, and to perform other related job duties; and, maybe exposed to varied weather and road conditions when traveling.

I _________________________________ (Print Name) have reviewed the above job description and understand that the Essential Duties describe only the general nature, level, and type of work performed by the incumbent(s) assigned to this classification and are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. I understand the demands and expectations of the position as described above and to the best of my knowledge believe that I can perform these duties with or without reasonable accommodation.

Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

______________________________   _________________________
Employee Signature      Date