



Care Manager Job Description

Program: Guardianship

Reports to: Team Leader

Job Location: Rutherford Office

Position Status: Full-time Part-time

FLSA Classification: Exempt Non-exempt

Salary Range: \$24 per hour

The **Care Manager** is responsible for developing, assessing, facilitating and monitoring all components of assigned caseloads, 35-40 incapacitated adults. Decision Making and Advocacy are primary services.

Essential Responsibilities:

- Complete intake paperwork on eligible clients, including assessment with medical and cognitive impressions with assessment of indicators of abuse, neglect and exploitation.
- Initiate, establish, and maintain client charts and electronic records.
- Make appropriate referrals for services needed to support client.
- Conduct monthly client monitoring visits for assigned caseload (in home, day habilitation, or medical settings).
- Continuously assess and monitor client living environment for safety and optimum quality of life.
- Comply with HIPAA confidentiality and privacy guidelines.
- Collaborate with Estates Team to establish budgets, bank accounts, and other services required to manage finances and provide for basic needs.
- Participate in on-call rotation.
- Supervise volunteers in establishing and maintaining supportive client relationships.
- Perform special projects as assigned.

Competencies:

- Ability to qualify, test, pass, and maintain provisional Texas Guardian Certification within first year of employment.
- Ability to develop and maintain collaborative and supportive working relationships with clients, coworkers, volunteers, and external partners.
- Ability to cultivate and sustain professional boundaries with clients, coworkers, volunteers, and external partners.
- Full compliance with HIPAA confidentiality and privacy guidelines
- Ability to clearly communicate in person, electronically, and telephonically.
- Ability to make critical decisions on behalf of clients.
- Ability to perform assessments and make appropriate referrals.
- Ability to create and implement service plans.
- Ability to identify and recommend appropriate interventions.

Minimum Education and Experience:

- Bachelor's Degree in Social Work, Human Services, or related field
- Two (2) years' Care/Case Management experience working with special needs populations: adults with disabilities who may be victims of abuse, neglect, or exploitation.
- Basic knowledge of Medicare, Medicaid, SSA, SSDI, SSI, VA, and related entitlement programs
- Experience with local community services, resources, and entitlements.
- Proficient in Microsoft Office 365 software applications (Word, Access, Excel) Outlook email, calendaring, and remote VPN (logmein) technology.
- Reliable transportation with valid Texas Driver's License and active Texas Liability auto insurance
- Clear national criminal history record and clean motor vehicle driving record

Licenses and/or Certifications:

- Texas Guardian Certification

Work Environment:

- Work occurs in office settings, client residents, courts, hospitals, psychiatric and long- term care facilities, etc.
- Requires frequent travel for client visits.
- Requires a significant amount of face to face interaction and phone contact with program staff, clients, volunteers, and outside professionals regarding caseload management.
- A significant amount of time is spent on the computer
- Must be able to lift, push, pull up to 20 lbs.
- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards.
- Must be able to lift, carry, push, pull up to 20 lbs.

Acknowledgement and Review:

By signing this job description, I acknowledge that I meet the qualifications, and am able to perform all job functions, duties, and responsibilities. I further understand that I am responsible for promptly and effectively communicating in writing to the Company any need for accommodation. I acknowledge that I have read, understand, and may receive a copy of this Job Description. I further understand that Family Eldercare reserves the right to modify any Company policies, procedures, and processes based on organizational needs.

Print Employee Name:

Employee Signature:

Date: