

## WEST MARIN SENIOR SERVICES

### JOB DESCRIPTION

POSITION TITLE: **Care Manager**

REPORTS TO: Associate Director

HOURS AND WORKSCHEDULE: 32 – 40 Depending on region and caseload. A hybrid work schedule may be possible after fully trained.

SALARY: Part time, based on experience and qualifications, benefited position, non-exempt.

#### JOB SUMMARY:

The Care Manager is responsible for assessing the needs of older adults in West Marin in person and/or over the phone. Cases will require appropriate referrals and support to help the elderly and frail remain safely and with dignity in their home.

#### JOB REQUIREMENTS:

- Fluent bilingual in English and Spanish, both written and oral preferred.
- MSW, LCSW or RN desirable, 4 year college degree, background in social work, nursing, or homecare required.
- Maintains strict confidentiality in all areas at all times.
- Good interpersonal skills and able to handle sensitive issues.
- Able to work with a wide variety of people including clients, family members, other agency personnel and service providers, medical practitioners, home care workers and staff with good judgment and tact.
- Good computer skills. Strong oral and written communication skills, including telephone and working with hearing impaired.
- Must possess a CA Driver's license and state required car insurance as required by WMSS insurance policy. Have a reliable car and be able to deliver meals when needed.
- Must be able to set clear boundaries with clients when appropriate.

#### RESPONSIBILITIES:

- Conduct interviews and assessments, in person or on phone, to evaluate needs and appropriate services. Make referrals to other organizations as needed.
- Conduct client assessments, including social, environmental, nutritional and physical conditions of client and living situation.
- Create effective care plans for clients and their family and update as needed.

- Mediate between client, family members and caregivers as needed. Offer emotional support and refer to professionals when appropriate. Report problems to supervisor in a timely fashion.
- Identify self-neglect or abuse and take appropriate action. Report to authorities, following the guidelines of a Mandated Reporter. Review with immediate supervisor and complete required paperwork for Adult Protective Services.
- Refer vetted caregivers to clients and families. Help families understand employment ramifications, recommend grants if appropriate and complete required paperwork as required.
- Complete paperwork and reports accurately in a timely manner including monthly statistics, assessments, quarterly HDM assessments, care plans, case notes, grant requests, fee for service contracts and other required data.
- Participate in community outreach, education and social activities including workshops, congregate luncheons, and fundraising events.
- Attend monthly meetings with Older Adults Network, Staff and Care Management meetings, and in-service workshops.
- Undertake other duties as assigned.

Want to help seniors stay in their homes safely and with dignity?

Joining the team at West Marin Senior Services can make this happen, and more.

Responsibilities include conducting interviews and assessments (social, environmental, nutritional, and living situations) in person and/or on the phone with existing and new clients. Evaluate the individual's needs and determine appropriate services. Develop care plans, and mediate between client, family, and entire care team. WMSS Care Managers work to build strong bonds and trust. There is paperwork, so strong attention to detail is important for reports and monthly statistics. But most important is the heart and soul you would bring to the clients served. A valid driver's license is required and fluent spoken and written Spanish is needed. Hours: 20 – 40 a week depending on region and caseload. A hybrid work schedule may be possible after being fully trained. Past experience is preferred, but not required. Salary \$25/hr. - based on experience. Please email your resume and cover letter to [Communications@wmss.org](mailto:Communications@wmss.org)