



## Position Announcement

**TITLE:** CASE MANAGER – FULL-TIME

**DATE:** September 11, 2017

**LOCATION:** San Francisco Senior Center, 481 O'Farrell Street, San Francisco, CA 94102

**FLSA:** Non-Exempt

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### **SUMMARY:**

Provides case management services for 40 to 60 clients who, due to their age and/or disabilities, need assistance in organizing and managing their care. Case management includes a standardized process of client intake, assessment, care planning, care plan implementation/service arrangement, monitoring, reassessment and discharge/termination. Assists clients with chronic functional and/or cognitive limitations to obtain the highest level of independence consistent with their capacity and their preference for care. Adheres to NCPHS' Case Management Policies and Procedures which follow Department of Aging and Adult Services (DAAS) standards.

### **ESSENTIAL FUNCTIONS:**

- Completes intake/enrollment process with the client for the purpose of determining an individual's eligibility and/or appropriateness to become a client for case management services and determining any immediate needs the client may have which need to be addressed. Refers client to other appropriate services if client is not eligible to receive case management services.
- Provides a professional intake/assessment of client's cognitive, social, emotional, financial, functional and environmental (including a home visit), capacities. Records all assessments and other case documentation in the CA Get Care – Case Management module electronic record.
- Within two weeks of completing the assessment, develops a service plan for clients that is comprehensive, meets the needs of the client, and involves the client in the development of the service plan. Updates service plans as new needs are identified.
- Prioritizes the client's needs in the selection and delivery of services and arranges and/or coordinates the delivery of services in a timely manner. Ensures that the services the client receives from multiple providers are coordinated and not duplicated.
- Monitors the quality of the services and the progress of the client over a period of time, including contacting the client by phone at minimum of once per month and seeing the client face-to-face a minimum of once per quarter. Documents all monitoring contacts with date of contact, information obtained and any action taken.
- Maintains professional boundaries with clients and their families, friends, property managers, and other service providers.
- Establishes and maintains open and effective communication with community providers, including physicians and other health care and social service providers. Provides appropriate information on all significant aspects of individual client care and program operations, while maintaining necessary confidentiality.
- Cooperates with Quality Assurance activities, including but not limited to annually distributing and collecting client satisfaction surveys, completing DAAS time studies, and submitting monthly service reports to the Director of Social and Supportive Services.
- Meets with Director of Social and Supportive Services regularly to discuss cases, alerts supervisor to challenges/problems, and reviews cases prior to terminating case management services.
- Attends and actively participates in team and program meetings, activities, problem-solving endeavors, and trainings sponsored by DAAS, NCPHS, or other professional organizations.

- Ensures confidentiality of Protected Health Information in accordance with the HIPAA privacy laws.
- Performs other work as assigned.

**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS:**

Knowledge of needs of disabled adults and aging persons including populations with few resources. Knowledge and access to community resources available to meet the needs of clients. Knowledge, skills and experience necessary to assess client's need for services and to perform the following core functions of case management: 1) intake; 2) comprehensive assessment of the client's functional and cognitive capacity and limitations, including identification of problems; 3) development of a care plan based upon the assessment; 4) implementation of the care plan by coordinating and arranging for services; 5) follow-up and monitoring the plan to ensure the care plan continues to meet the client's needs; 6) completion of a comprehensive reassessment on a regular basis; 7) termination of case management services when appropriate.

Demonstrated proficient interpersonal, verbal, and written English communication skills. Instructional and presentation skills to present information. Organizational, clinical and documentation skills for assessments, notes, service plans, work plans, Quality Assurance, measurement of outcomes and budget compliance. Interpersonal skills to establish and maintain effective working relationships. Proficient with Microsoft Office suite of products (Word, Excel, Outlook).

Ability to relate appropriately and effectively to participants, their families, vendors, staff and to personnel of other community agencies. Ability to work independently and within a team of collaborative agencies, hospital personnel, program staff, and community resources. Ability to provide an active learning perspective and/or holistic model approach to aging. Ability to maintain positive customer focused approach and confidentiality of residents, clients, staff and organization information at all times. Ability to act with patience, tact and courtesy in dealing with residents, vendors and staff under demanding and difficult conditions. Sensitivity and understanding of issues related to aging.

**PHYSICAL REQUIREMENT:**

Physical skills and ability to perform work that requires sitting, walking, stooping, bending and lifting up to 35 pounds.

**QUALIFICATIONS:**

Master's degree in Social Work, Sociology, Gerontology, Psychology or related field required. Minimum of three (3) years of recent experience in a social services capacity assisting seniors and/or disabled adults. Current California driver license, proof of insurance, clean driving record, and ability to travel to multiple locations within greater San Francisco area on a daily basis.

**SUPERVISORY RESPONSIBILITY:** None. May provide oversight of student interns.

**APPLY TO:** Director of Social and Supportive Services by clicking [here](#).