

Job Description



- TITLE:** Elderly Services Program Care Manager (CM)
- SUMMARY:** Provide care management for clients of the Elderly Services Program (ESP), including completing assessments to determine client need, develop service plans, make collateral referrals, coordinate services and ongoing client status, conduct client visits including in home and/or facilities
- CLASSIFICATION:** **Non-Exempt**
- SUPERVISION EXERCISED:** None
- SUPERVISION RECEIVED:** ESP CM Supervisor, ESP Manager and any other position designated by COO
- MINIMUM REQUIREMENTS:** Registered Nurse OR
Licensed Social Worker, graduate of an accredited school and licensed in the State of Ohio, OR
Bachelor's prepared degree in social work, gerontology or related field preferably with one year experience in home health care, medical social work, geriatrics or long-term care.
- Must have an acceptable criminal records check as defined in the ODA criminal records check rule 173-14-01
- Must have valid driver's license, insurance, reliable transportation and ability to make home visits
- Possess excellent communication and organizational skills
- Proficient in basic computer applications
- PHYSICAL REQUIREMENTS:** Visual/hearing and physical ability sufficient to communicate orally and in writing. Ability to make home visits as required by this position. Ability to deal effectively with stress.
- DUTIES:**
1. Maintain client caseload:
 - a. Assess client referrals for program eligibility and service needs according to program policy and procedures; enroll eligible individuals
 - b. Develop individualized service plans in collaboration with client and/or caregiver that includes community resources as well as ESP services to meet client needs
 - c. Provide information about other resources available, how to access and/or refer as appropriate

- d. Inform clients of rights and responsibilities
- e. Establish care plan to meet client need in the most cost effective manner; authorize payment for program funded services where appropriate; ensure the known total cost of authorized service does not exceed the applicable cost cap
- f. Secure and monitor services from providers to fill identified client needs and ensure quality of care to support the health and safety of the participants
- g. Maintain the client contact schedule of required interventions (phone or home visits) to assess and verify the service plan; identify any problems in service delivery and assess for any changes in client status, conditions or needs; provide support and assistance as needed and assure ongoing eligibility
- h. Maintain ongoing contact and open communication with caregivers, family members, friends and other sources of informal support as appropriate
- i. Work with clients, service providers and others involved in the client's plan of care in mutual problem solving; coordinate and/or participate in case conferences with clients, service providers and other community service professionals as needed.
- j. Complete review of income and medical expenses to determine client co-payment amount if applicable. Monitor client's co-payment status
- k. Assist client/caregiver with discharge planning as appropriate
- l. Follow policy and procedure for processing client appeals and participate in appeal proceedings as required; disenroll clients who no longer meet eligibility requirements in accordance with policy and procedures

2. Administrative:

- a. Follow-up on reported incidents and health and safety issues. Complete incident reports and/or complaint form as necessary
- b. Maintain computer record of client activity using care management software
- c. Maintain accurate, confidential and up to date records which reflect programmatic guidelines, and are in accordance with policy and procedures
- d. Adhere to confidentiality policy and HIPAA protocol as related to all client information/interactions
- e. Participate in the PQI process as directed by supervisor or manager
- f. Cooperate with care management team to assure adequate and appropriate care management coverage of all agency clients.
- g. Promote a positive LifeSpan, Inc., community image at all times
- h. Perform other related duties as assigned within the scope of this position

3. Meetings

- a. Attend required program and agency trainings
- b. Participate in case conferences
- c. Attend program and agency meetings
- d. Attend professional meetings, workshops, seminars as appropriate

Employee Signature

Date