

Case Manager, Generations – Vincennes, IN

Summary of Job Responsibilities

- Implement the Case Management component of various home and community-based services including; CHOICE, SSBG, Title III, Title IIIIE Family Caregiver, Care Transitions, Grants, Medicaid Waivers, MFP, private pay, and fee-for-service.

Essential Duties and Responsibilities include the following: (Other duties may be assigned.)

Program Responsibilities

- Collect and document individual socio-demographic information, initiate appropriate follow-up for the individual, and monitor resolution status of each request.
- Respond to referrals, locate individuals and completes initial and/or annual assessments to determine appropriate funding source, level of care of services, and program eligibility using the InterRAI assessment tool.
- Serve as an expert in geriatric services by providing case management services in a person-centered framework to stabilize long-term support to individuals and their families in times of immediate need and provide ongoing support.
 - Perform face-to-face home visits to reassess individuals needs and wants by completing the person-centered monitoring tool.
 - Complete incident reports as required.
 - Develop person-centered services plans by listening and supporting individuals, based on their strengths, abilities, aspirations and preferences in order to maintain a life that is meaningful to them.
 - Complete assessment of services for individuals who are transitioning from various care settings including but not limited to; ER, hospital, rehab facility, assisted living facility, long-term care facility, and back home.
 - Assist individuals with applying for Medicaid.
 - Complete all required records, case narratives, forms and reports accurately and submit within the specified time frames to generate state and federal funding to support the Generations' budget.
 - Assist individuals with applying for Medicaid.
- Maintain assigned caseload within the case mix guidelines and consistently meets required deadlines set by the Assistant Director of Operations, leadership team, and/or Division of Aging.
- Develop and maintain ongoing relationship building with individuals to determine personal goals, wishes, and preferences regarding care and community integration.
- Maintain an effective professional relationship with Generations co-workers, community resource providers, and service providers.
- Proactively identify, evaluate, and solve problems with rigorous logic and a systematic approach; look beyond the obvious to identify root cause issues and develop creative solutions.

Person-Centered Planning Responsibilities

PCP is an approach to organizing supports and services so that individuals can live the kind of life they want for themselves. This type of planning usually happens face-to-face, in the individuals home or preferred setting and involves the following:

- Personal accountability from the individual receiving services.
- Empowering individuals to work with their case managers to improve their health or personal situation by establishing attainable goals.
- Identification of goals, preferences and barriers.
- Identification of critical needs.
- Identification of an individual's circle of support and subsequent involvement of this circle of support in the service plan development, as directed by the individual.

- Implement and monitor the service plan by coordinating formal supportive services, informal support provided by individual's circle of support, and secure additional community resources so that it is feasible for the individual to remain at home.
- Effectively communicate with individuals, families, physicians, attorneys, home care providers, therapist etc. to ensure the best delivery of service.

Team Participation

- Serve as a member of the CMGT team and participate in team meetings.
- Promote team self-direction by being an active participant and supporter of team members.
- Contribute to consensus building and implementation of decisions made.
- Facilitate case staffing and case conferences as required.
- Provide case consultation, case load maintenance assistance and peer support to other team members as needed.
- Assist with training and orientation of agency staff and volunteer(s).
- Assist other case managers or Generations staff as needed.

Community and Public Relations

- Maintain an effective professional relationship with community resources, providers of service and other staff.
- Facilitate Generations' involvement in community activities, public meetings or other similar functions and serve as the agency representative at these functions as assigned.
- Facilitate outreach, including presentations and consultations, in the community to enhance case management services.
- Speak comfortably in public.
- Spend time building community resources in the form of volunteer supports by providing presentation to local social service agencies, government agencies, and/or churches.

Agency Responsibilities

- Abide by the NASW Code of Ethics and adhere to the Case Management Standards set by FSSA.
- Abide by Generations' mission and core values and Generations' Code of Ethics.
- Assist with agency sustainability by assisting with fund-raising and/or grant opportunities.
- Assist with training and orientation of agency staff and volunteer(s).
- Introduce or develop new ideas and processes to improve performance and productivity of Generations' mission and core values.
- Maintain current program and resource knowledge by attending trainings, meetings, and webinars to maintain CMGT certification
- Potentially work during non-business hours, weather closure days or a Vincennes University Holiday.
- Attend meetings, in-service training and perform other duties as assigned.
- Maintain current program and resource knowledge by attending trainings, meetings, and webinars to maintain CMGT certification.

Qualification Requirements: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. An individual must adhere to the guidelines of confidentiality in all aspects of job performance from clients, vendors, co-workers and employer. Within six months of initial employment, must complete the Case Management certification through the Division of Aging. Also required to obtain 20 hours Division of Aging approved training a year. May be requested to obtain additional certifications, such as SHIP. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

- An individual continuously employed as a Care Manager by an AAA since June 30, 2018.
- A qualified mental retardation professional (QMRP) who meets the QMRP requirements

- Registered nurse with one year's experience in human services
- Bachelor's degree in Social Work, Psychology, Sociology, Counseling, Gerontology, Nursing or Health & Human Services.
- Associate's Degree in nursing.
- Bachelor's degree in any field with a minimum of two years full-time, direct service experience with the elderly or disabled (this experience includes assessment, care plan development, and monitoring)
- Master's degree in a related field may substitute for the required experience.

Language Skills:

- Ability to read, analyze and interpret documents.
- Ability to respond effectively to the most sensitive inquiries or complaints.
- Ability to complete written documentation in a clear and concise format.

Mathematical Skills:

- Ability to calculate figures and amounts such as personnel client budgets, service/program cost reports, interest, and percentages.
- Ability to apply concepts of basic algebra and geometry.

Reasoning Skills:

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions and deal with several abstract and concrete variables.

Interpersonal Skills:

- Ability to interact with co-workers, vendors, general public, University staff, State staff and clients.
- Ability to maintain personal composure and handle office or client situations.
- Ability to interview and use motivational interviewing techniques.
- Respect client dignity, rights and self-determination while promoting client independence.
- Establish rapport with individuals, their families or significant persons.
- Must maintain a positive relationship with the clients, families and the elderly and disabled network within the community.
- Ability to work cooperatively with a diverse population, community leaders, public officials, township trustees, welfare department employees, adult protective services, nursing home personnel and physicians, the general public and especially the low income.

Miscellaneous:

- Strong management, communication, planning and organizing skills required.
- Ability to use computers.
- Must have reliable vehicle and valid driver's license.
- Must have evidence of auto insurance coverage 100,000/300,000 effective March 2016.
- Must have a negative TB test or chest x-ray.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee;

- is regularly required to talk or hear and taste or smell.
- is required to sit for 1-2 hour period of time.
- must use hands and/or fingers to feel or handle tools, objects, controls, and reach with hands and arms.
- must physically be able to meet the demands of home visits.
- must occasionally lift and/or move up to 40 pounds.

- must possess close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate. Case Managers work from home.

Community Involvement: All employees at Generations are encouraged to be active participants in service to the community. Potential conflict of interest should be discussed with immediate supervisor.

Policy Formulation: This position formulates no policy at the institutional or agency level. Recommendations on policies affecting the services of Generations' various programs are to be made to the Director of Operations or Assistant Vice President of WD/CS.

Policy Interpretation: This position interprets agency and funding source policy.

Vincennes University is an equal opportunity employer.