JOB DESCRIPTION

TITLE: CASE MANAGER/ASSESSOR SUPERVISOR: TEAM LEAD

When you are in the business of coordinating and providing services and programs to aging Kansans, you’re in the people business. At East Central Kansas Area Agency on Aging we want every consumer experience to be distinctly personal. The challenge is complex. When people call us for help, their focus is on getting the best information and care possible. We provide them facts and help them understand their options and refer to other resources as necessary. We help them receive in-home services when appropriate and assess their eligibility for medicaid. This part of their lives matters a lot to them and it matters just as much to us. Our consumer service teams have a serious responsibility to make every contact informative, productive, positive, and memorable for that says how much we care.

SUMMARY OF JOB:

* Support organizational success by providing a positive consumer experience to callers and consumers in their own homes.
* Requires a high level of professionalism in presentation and interactions, efficiency in all of the day-to-day operations and conduct that supports cohesiveness and teamwork.
* Assess the medicaid eligibility of consumers 18+ for the FE and PD waivers, 16+ for the TBI waiver, 5+ for the IDD waiver, and nursing facility admission
* Act as advocates, seeking and coordinating services to help those 60 and over remain in their own homes (Senior Care Act program/IIIB program)

QUALIFICATIONS:

* Four year college degree with major in: gerontology, nursing, health, social work, counseling, human development, or family studies with at least one year experience in the geriatric service field **OR**
* Registered professional nurse licensed to practice in the State of Kansas with at least one year experience in the geriatric service field
* Be able to access a variety of facilities and homes that may or may not be ADA compliant
* Valid Driver’s License and clean Motor Vehicle Report

COMPETENCIES:

* Demonstrate good listening skills
* Strong written and verbal communication skills
* Conflict resolution
* Ability to converse pleasantly with all populations of aging Kansans
* Ability to initiate and sustain interpersonal relationships
* Patient
* Positive attitude
* Friendly
* Enthusiastic/high energy level
* High level of integrity
* Detail oriented
* Ability to handle confidential matters
* Ability to organize and multi-task-time management
* Ability to work with minimal supervision
* Working knowledge in a windows environment including navigation skills
* Working knowledge of Office 365
* Working knowledge of the aging process and issues relating to the needs of the aging
* Working knowledge of community resources and relevant rules, regulations, and policies

RESPONSIBILITIES:

* Administer state required assessments (FAI, BASIS, CARE, UAI, OTHER)
* Development of care plan, implementation of care plans, monitoring and evaluation of requested services for Senior Care Act and IIIB consumers
* Contact each case management consumer each month, either face to face or telephone
* Develop and provide appropriate information, referrals and resources as appropriate to meet needs of consumers
* Options Assistance and Counseling
* Community Transitions Opportunities
* Coordinate with multiple agencies and service providers
* Represents the agency at county councils, inter-agencies, health fairs, and other community events
* Public education: provide education at events as requested
* Act as an advocate for the needs of the aging population
* Help with Golden Years and other publication distribution
* Assist with the SHICK program and state/federal refund programs
* Other duties as assigned