

## **WEST COUNTY COMMUNITY SERVICES JOB DESCRIPTION**

**Title:** Senior Services Case Manager

**Program:** Senior Services-Russian River Senior Center

**Reports To:** Senior Services Director

### **Job summary**

Under general direction of the Senior Services Director, the Case Manager will evaluate, assess and monitor clients who need assistance in remaining independent in their homes; develop a care plan and goals for clients' needs; maintain case files and evaluations; provide information and assistance of resources and services available for seniors; assist in development and coordination of case management team; provide education and support to family and care providers.

### **Duties & Responsibilities**

- Interview and assess clients in need of assistance in their homes or at the senior center; develop a care plan, goals and plan of action; make referrals to appropriate agencies; assist in the application, if necessary; provide follow-up and monitoring; maintain case files.
- Work with the Senior Services Director in development and coordination of the volunteer case management team
- Assist with support and education of senior's families and care providers
- Continue working relationships with agencies that serve seniors and their families. Some of these agencies include: the Sonoma County Adult and Aging Department, Public Health, Mental Health, local health agencies, hospital discharge planners, local fire and sheriff's departments, Social Security, HICAP, Council on Aging.
- Represent the West County Community Services Senior Services Program when Senior Services Director is unavailable.
- Perform other related duties at the direction of the Senior Services Director

### **Minimum requirements**

- Knowledge and sensitivity to seniors' needs and issues – must have good listening skills and enjoy working with older people.
- Ability to solve practical problems and deal with a variety of issues
- Sensitivity to needs of family and care providers, ability to assist and provide support
- Able to build relationships with local communities, service agencies and businesses in providing support and resources for seniors
- Ability to maintain case files, report services provided and provide monthly statistics
- Have related education or experience in social and human services
- Enjoy working as a team member including staff and volunteers
- Have a valid CA driver's license and proof of insurance