

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