LUTHERAN FAMILY SERVICES ROCKY MOUNTAINS
Job Description

Job Title: Care Manager I, Older Adult and Caregiver Services
Department: Older Adult and Caregiver Services
Reports To: Program Director
FLSA Status: Non-Exempt
Prepared By: Forté Human Resources
Prepared Date: August 17, 2009
Updated: March 13, 2015
Approved By: Forté Human Resources
Approved Date: March 13, 2015

SUMMARY
The incumbent provides direct care management and clinical services to older adults and caregivers, education and outreach to community groups and churches, and assistance in developing and meeting the program goals and budget.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:
- Provides direct care management through: assessing needs of clients; conducting family consultation sessions; developing and implementing care plan; conducting in-home visits; making appropriate referrals; maintaining confidential client records; and maintaining contact with other local service providers to assure maximum assistance to clients.
- Assesses the need for counseling for clients and/or adult children and refers or provides direct clinical intervention when appropriate.
- Responds to telephone requests for information and referrals to services in the community as appropriate.
- Provides education, training and awareness programs on older adult issues to churches and other community groups or organizations.
- Maintains current and accurate client information in case records.
- Researches and stays abreast of community services and resources for older adults; obtains information on new processes, technology, legal issues, alternative service provision methods, etc., as they relate to older adult and caregiver concerns.
- Meets reporting and other requirements of funders, as appropriate.

OTHER DUTIES include the following:
- Assists the Older Adult and Caregiver Services Director in developing program goals, objectives, annual work plan and budget.
- Assists with developing grant proposals by providing information about community and client needs. Assists with writing and reviewing grant proposals when requested.
- Participates in work groups as assigned.
- Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES
This job has no supervisory responsibilities.

QUALIFICATIONS
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. 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.
- Ability to read, analyze and interpret financial, technical and legal information and to be able to communicate such information to older adults
- Written communication skills and the ability to make presentations before groups of people
- Broad knowledge of social work practice, especially in the field of Gerontology
• Knowledge of systems and programs in the community that serve older adults
• Skills in problem solving, negotiations, decision making and mediating conflict
• Ability to relate well to older adults and families of varied cultural, social, economic and life-style backgrounds
• Ability to self-start and work well in a team setting
• Skill in provision of direct clinical services
• Computer skills including Microsoft Word, use of emails and the completion of computer-based forms.
• Must have and maintain a valid driver’s license and provide proof of auto liability insurance at the level of 100,000/300,000/100,000
• Demonstrates commitment to the mission, values and vision of Lutheran Family Services Rocky Mountains.

EDUCATION and/or EXPERIENCE
Bachelors degree (BA) and two or more years related experience; or master degree (MSW); or equivalent combination of education and at least seven years experience.

LANGUAGE SKILLS
Ability to read, analyze, and interpret professional journals, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS
Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

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

CERTIFICATES, LICENSES, REGISTRATIONS
None required

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 use hands to finger, handle, or feel and talk or hear. The employee frequently is required to stand, walk, sit, reach with hands and arms, and taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and 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 quiet.

OTHER
• Other: Assist older adults with disabilities, wheel chair, walker, stand-by assist

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• Equipment used: laptop, computer, fax, copier, cell phone, phone, car
• Access: stairs, elevator
• Travel: Every day, local
• Work Hours/Shifts: M-F, sometimes weekends and evenings, respond to cell phone emergencies

__________________________  __________________________
Employee Signature                    Date

______________________________
Employee Name Printed