

## **CARE MANAGER**

### **JOB DESCRIPTION**

HESSCO is recruiting to fill the role of full-time Care Manager for our Home Care Program.

The Home Care Program helps older adults, and individuals with a disability live safely and with independence while aging in place. The role of the Care Manager is to ensure that individuals receive the most appropriate long-term care services in the proper setting based upon their individual needs. The Care Manager works cooperatively, coordinating service plans, and maintaining ongoing communication with the consumer, caregivers, informal and formal support.

HESSCO is an Affirmative Action/Equal Opportunity Employer and encourages all qualified candidates from diverse backgrounds to apply.

#### **Responsibilities:**

- Conduct in-person needs assessments; identify issues/problems, which inhibit secure independent living.
- Coordinate and communicate service plan and changes to appropriate community services.
- Develop and implement care plans based on assessment, guidelines and consumer needs.
- Participate in interdisciplinary meetings with clinical staff to determine appropriate level of care.
- Ensure consumers have access to public benefits, community resources and long-term care services.
- Conduct home visits according to the guidelines established.
- Conduct periodic reassessments to determine appropriateness of the service plan.
- Initiate, authorize and monitor service plans to effectively assist consumers to maintain independent living.
- Responsible for the management of consumer information in database system.
- Comply with documentation standards to uphold compliance regulations set forth by regulatory agencies and agency policies, procedures and practices.
- Assist in phone coverage to support consumer inquiries.

- Work collaboratively with informal and formal supports, vendors and other community agencies.
- Attend and contribute to regular agency meetings and statewide trainings.

**Qualifications:**

- Bachelor's degree preferred but not required (social work, human services, psychology, sociology, or related field).
- 1-2 years of customer service or relevant work experience preferred but not required.
- Ability to effectively communicate in-person, by telephone and in writing.
- Proficiency in Microsoft Office, Excel, Word; adept to learning new software programs.
- Self-starter, able to prioritize, meet deadlines and manage time effectively. Flexibility to accept changing priorities.
- Candidate will possess a strong work ethic with a high level of integrity and good interpersonal skills.
- Valid driver's license and reliable transportation required for travel.
- Access to secure internet is required for work.