



## **Job Description**

**POSITION TITLE:** Meals on Wheels/Home Delivered Meals Case Manager

**DEPARTMENT:** Senior Advocates

**Full time, 30-40 hours a week.**

**Hybrid work available if preferred with some required office hours and home visits.**

**Hours subject to change**

### **SCOPE OF RESPONSIBILITIES:**

This position was developed to meet the needs of our older, frail, and homebound meal clients. The goal of this position is to advance the health equity of homebound seniors in our community by addressing their needs related to mental health, social isolation, and physical and nutritional well-being, and linking them to community partners to provide additional support and resources.

Older adults who are homebound are often socially isolated and have unmet care needs. By assigning a case manager to this specific underserved population it will help ensure they can receive and benefit from appropriate assessments, follow-up, and linkage to community resources with the ultimate goal to improve the physical and emotional health of homebound seniors in our community.

This position will be responsible for assisting new meal clients in applying for the meal program, providing outreach to all meal clients to let them know support is available to them, training drivers who deliver meals to know what to look for and follow-up on their reporting. Also responsible for providing pro-active case management services to meal clients who lack support systems, have poor health outcomes or are identified as socially isolated.

The Case Manager will complete the appropriate client intake assessment form or administer the Nestle Mini Nutritional Assessment when a client first signs up for a meal program. If determined to be at risk, a follow-up assessment will be performed at six-month intervals to measure improvement in overall health. This assessment will be provided via phone or in person if necessary. If appropriate a separate needs assessment will be administered to understand the client's support system, care needs and functional needs. The Case Manager will provide continual follow-up and serve as a point of contact for meal program clients, their families, and our volunteer drivers.

This position includes all areas of case management including, but not limited to housing, legal issues, health issues, government benefits, senior programs, adult protective services, elder abuse, health insurance, Medicare and Medi-Cal programs and other government assistance programs.

Case Managers are sometimes called upon to represent Senior Concerns in public speaking engagements and to interface with other senior service organizations. The position includes recordkeeping and coordination of services on behalf of clients served within these programs.

This position is responsible for community outreach, program marketing, program operations, grant compliance, and community partnerships.

This position will have primary office space the Senior Concerns location on Hodencamp Road in Thousand Oaks and will report to the Director of Programs at Senior Concerns.

**Reports to: Director of Programs**

**ESSENTIAL JOB RESPONSIBILITIES and DUTIES: INFORMATION AND REFERRAL**

1. Maintain up to date resource file of government, public and community services available to seniors.
2. Maintain contact with other agencies that provide services to seniors.
3. Provide assistance to seniors to help them take advantage of services and benefits to which they are entitled.
4. Fully understands the regulations regarding government/public services and is able to explain them clearly to the client; remains current on changes.
5. Keeps current on appropriate application forms and changes in eligibility requirements.
6. Refers and books appointments as necessary with Care Manager, Legal Concerns, Financial Concerns, Memory Concerns or the Rotary HOME program.
7. Participates in weekly Care Team meetings.
8. Maintains accurate client notes and understand use of case management software.
9. Care Team shares backup responsibilities in times of vacation or sickness.
10. Record statistics accurately regarding type and number of client contacts according to grant and management guidelines.
11. Develop outcomes/goals for the Case Management Program in conjunction with Director of Programs.
12. Will be trained and manage a grantor tracking database. Responsible for timely and accurate monthly input and reports.

**ESSENTIAL JOB RESPONSIBILITIES and DUTIES: CLIENT ASSISTANCE**

1. Identify and assess the needs of the client through the interview process accurately and quickly.
2. Maintain a professional, sensitive and caring relationship with the client.
3. Display flexibility in both organizing time and working with clients.
4. Maintain confidentiality regarding clients and their records.

**ESSENTIAL JOB RESPONSIBILITIES and DUTIES: PUBLIC RELATIONS**

1. Create positive relationships with senior service providers.
2. Market and promotes the Case Manager to all meal clients.
3. Demonstrate enthusiasm for working with seniors and working at Senior Concerns.
4. Demonstrate good communication skills in dealing with clients, community agencies and in presentations.
5. Always present a professional appearance.

## **QUALIFICATIONS and EXPERIENCES**

1. Must have knowledge and experience with older adult development.
2. Must have knowledge and experience with family caregivers of seniors.
3. Must have knowledge of local senior resources and the ability to access resources.
4. Must possess an even-tempered disposition, which displays patience and understanding of frail elderly or challenging clients.
5. Must understand the needs of the disabled and elderly.
6. Must be sensitive to the needs of family caregivers.
7. Must demonstrate excellent interpersonal and communication skills.
8. Must be well organized and detail oriented.
9. Must demonstrate patience when dealing with distressed clients and have the ability to remain calm and impartial.
10. Strong administrative and data management skills
11. Must have verbal and written fluency in English.
12. Must have demonstrated personal effectiveness and efficiency by analyzing, coordinating, synthesizing information.
13. Must be able to maintain confidentiality in all situations.
14. Must have demonstrated proficiency with PCs including Excel, PowerPoint, and Word, Case Management software, and work with Audio Visual Equipment..

## **EDUCATIONAL and other REQUIREMENTS:**

1. Bilingual English/Spanish preferred
2. Must have a Bachelor's Degree in psychology, sociology, social work, gerontology, counseling and guidance or a related human services field with experience in management of a human services delivery system, or care and supervision of older adult services/program; working with seniors and family caregivers. Masters in Social Work or working towards MSW is preferred.
- 3., Must pass a medical examination, including a drug and alcohol test, prior to commencing work. The test will also include a test for tuberculosis, performed by or under the supervision of a physician not more than one year prior to or seven days after employment.
4. Prior to commencing work, the employee shall sign and submit to a Criminal Record Clearance Form, which would also include fingerprinting.
5. Prior to commencing work, the employee must pass drug and alcohol testing. After commencing work, the employee must submit to reasonable suspicion drug and alcohol testing.

## **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.

This position has Medium physical demands. While performing the duties of this job, the employee will have to drive. The employee may have to sit at his/her desk in front of the computer for long periods of time and must be able to talk, speak publicly and hear clearly. The employee may be exposed to intermittent noise. The employee frequently is required to use their

hands and fingers to type on the computer, handle, or use equipment that is necessary to perform their duties. The employee is required to stand, walk, climb, bend over, and reach with hands and arms. The employee must pass a 50-pound life requirement.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those that an employee encounters while performing their essential duties and 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 moderate.

All employees, regardless of position, serve as role models for children, adolescents, adults, families and the community who are provided services by Senior Concerns. Therefore, each employee must at all times be emotionally stable and able to function effectively with Senior Concerns' culturally diverse employees as well as the community. The staff must be able to demonstrate appropriate daily behavior, appropriate expression of emotions, as well as appropriate role modeling. Hostility, aggression and unnecessary or inappropriate physical actions and any form of harassment (see Personnel Manual) as well as inappropriate emotional expressions will not be accepted.

I have read the job description and understand my job duties and responsibilities.

X \_\_\_\_\_ Employee Signature Date: \_\_\_\_\_

Print Name: \_\_\_\_\_