



## ELDER CARE GUIDES

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**JOB TITLE:** Care Manager

**REPORTS TO:** Vice President of Clinical Services

**FLSA STATUS:** Exempt

**DEFINITION:** A clinician who performs assessments, care coordination, care planning, and related care management activities for an assigned group of elderly, chronically mentally ill, and/or disabled clients. Ongoing assessment of client needs in conjunction with the client and/or family members, physicians and ancillary health care providers. Ensures quality and appropriateness of services consistent with Elder Care Guides' mission to create a sense of purpose for all clients. This position could be either a part-time or full-time opportunity.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- A. Assessment
  1. Interviews clients and families about current care situation, sets goals, and gathers appropriate information related to the client from a variety of sources such as family members, insurance companies, financial planners, attorneys, or other significant sources.
  2. Obtains and documents information utilizing approved procedures and forms.
  3. Identifies high risk factors, barriers to goals, and strengths that will assist client in achieving goals.
  4. Assesses for abuse and/or neglect and takes action to assist client, including thorough reporting to APS.
- B. Care Planning
  1. Develops a comprehensive care management plan that addresses all pertinent needs of the client.
  2. Makes recommendations regarding appropriate level of care; provides estimates of care costs, presenting multiple scenarios as needed.
  3. Identifies private and community resources and incorporates them into the plan of care.
- C. Care Management
  1. Arranges, directs, and monitors services as they are provided to the client.
  2. Communicates the client's plan of care with the care team members, being aware of client needs and changes in condition.
  3. Provides frequent, timely reviews of the care plan with the client/family as necessary; re-evaluates and modifies plan based on client outcome.
  4. Serves as the client advocate, assessing and assuring quality care is given, follows up with client and family on satisfaction with services.
  5. Assures quality of services provided to client based on the plan of care by reviewing daily logs and making home visits.
  6. Ensures accurate clinical documentation and appropriate client billing, and submits billing statements as appropriate in a timely manner.
  7. Participates in on-call schedule per Elder Care Guides protocol.
  8. Provides placement consultations for clients and family members, providing referrals to the most appropriate and cost-effective location(s) for continued care as necessary.
  9. Preserves human dignity and confidentiality of client at all times.
- D. Sales and Marketing
  1. Identifies potential customers and referral sources, and demonstrates skill and knowledge in describing Elder Care Guides' services.
  2. Tracks and follows up on leads from other professionals and referral sources, and assists in converting leads into new customers.
  3. Participates in outside marketing activities, demonstrates leadership within the local care management industry, and maintains membership in professional Care Management organizations.
  4. Assists in development of the Elder Care Guides brand identity and markets Elder Care Guides to the referral base.

### REQUIREMENTS:

1. Minimum qualification of Bachelor's degree in social work, Master's preferred, or RN degree, or comparable education in a related field.
2. Two or more years of clinical and/or case management experience with adults with chronic mental illness.
3. Two or more years of clinical and/or case management experience with the senior population.
4. Experience with developmentally disabled adults is desirable.
5. Meets criteria for one of the four NAPGCM approved certifications, or is willing to work toward certification.
6. Working knowledge of the provision of health care and mental health care in a variety of settings. Knowledge of community resources, insurance and care delivery systems. Familiarity with LPS conservatorships is desirable. Familiarity with North San Diego County resources is desirable.
7. Supervisory experience is desirable.
8. Ability to work independently, manage multiple tasks and use time effectively.
9. Proficiency in the use of: PC and/or laptop computers, cell phone, MS Office Suite, the Internet.
10. Must be able to work independently, organize travel efficiently, and report mileage and billable hours accurately.
11. Active California driver's license and clean driving record.

**SUPPLEMENTAL INFORMATION:** Many of the essential functions of this position are characterized by physical work requiring such physical activities as standing, pushing, pulling, stooping, kneeling, crouching, and reaching. Ability to drive or take public transportation to client locations is also required, and providing incidental transportation using your vehicle or a client's vehicle may also be required.