GENERAL DESCRIPTION:
The Case Manager assesses client’s needs to determine community services to be provided. The program includes conducting comprehensive in-home assessments for Sequoia CC program, and develops (wellness) care plans for these clients. The Case Manager also facilitates linkages in the community for the Sequoia CC clients and older adults in the South County community, conducts follow up to assure that linkages have been made and provides advocacy to older adults and their families. In the absence of the Site Director, the case manager will supervise staff and volunteers and ensure participants are receiving needed services at the center.

JOB CLASSIFICATION:  Non-Exempt

REPORTS TO:  Site Director

DIRECT REPORTS:  None

QUALIFICATIONS:
Required:
1. Bachelor’s Degree in Social Work, or related field
2. 1 year experience working with older adults
3. Knowledge and comfort working with a diverse population including: homeless, mentally ill, developmentally disabled, substance abuse, and cognitive disability.
4. Bilingual English/Spanish
5. Knowledge of Social Services available in San Mateo County, (or ability to know how to research these sources)
6. Ability to take initiative and work under minimal direction
7. Ability to conduct home visits
8. Strong decision-making skills
9. Strong organizational skills
10. Strong verbal and written communication skills
11. Proficient in Microsoft Word, Excel, e-mail, Internet and database administration
12. Maintain budgeted time allocations
13. Driver’s License and vehicle required on a regular basis to visit clients & attend meetings
14. Available to work occasional evenings and weekends

Preferred:
1. Master’s Degree in Social Work
2. 1 year case management experience
DUTIES AND RESPONSIBILITIES:
1. Conducts case management services for individuals age 50+ who have been referred by the Sequoia CC hub, and assists them in accessing resources in the community.
2. Responds to referrals from the hub within 24 hours and conducts an individual comprehensive assessment in the client’s home and develops an Individual Care Plan for each client seen in the Sequoia CC program.
3. Meets the goals set by the funding source by:
   - Keeping case note records and maintains an awareness of participants’ needs and connect them to appropriate services.
4. Maintain client follow-up within 30 days to ensure participant has received adequate services.
5. Assist the participant in establishing attainable goals to maintain stability.
6. Determine need and provide referrals back to the hub for partner organizations.
7. Directly refers clients to other appropriate services within the community by providing advocacy, information and assistance, and act as liaison with other social service agencies that provide services for older adults.
8. Works in collaboration with providers, Aging and Adult Services, Sequoia Hospital, physicians, and other community based organizations.
9. Provides information and assistance services to older adults and their caregivers in the Southern San Mateo County utilizing the Network of Care Website.
10. Provides follow-up, when possible, to ensure that I and A clients are connecting to the resource.
11. Represents Fair Oaks Adult Activity Center and Peninsula Family Service at partner agencies, and county- wide meetings.
12. Provides outreach in the community in order to increase participation at the Center. Outreach may include formal presentations.
13. Maintains program statistics including: entering of client demographics, care plan, information and assistance data and services provided, outcomes and billable hours.
14. Maintains confidentiality of client information at all times.
15. Prepares and completes required reports within required period.
16. Attends required staff meetings and in-service trainings.
17. Assists and participates in the planning and coordination of monthly events at the center.
18. May provide assistance to the Sequoia Hospital Nurse on-site for monthly blood pressure and blood glucose tests and any other health screenings. Follow up with clients who were encouraged by the nurse to see their physician.
19. May interpret and present programs in the dining room.
20. Timely and accurate submission of time record to supervisor.
21. Other duties assigned by supervisor.

PERSONAL:
1. Obtain fingerprint clearance before first day of employment and maintain clearance.
2. Verification to legally work in the US upon hire and updated, if required.
3. TB test required prior to first day of employment and maintained every year.
4. Ability to work weekdays, some weekends and evenings. Overtime may be required.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other
job-related instructions and to perform any job-related duties requested by any person authorized to give such instructions or assignments.

I have read and understand the information:

_________________________________________  ____________________________
Employee Signature                        Date

**Effective Date:** October 23, 2014