



# Meals on Wheels and Senior Outreach Services

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## Care Manager Job Description

11/17

### Program Description:

The Care Management Service assists seniors in Contra Costa County who may need emergency assistance with health or social issues. The program provides individual counseling and intervention for seniors 60 years of age or older. The program works closely with Contra Costa County services and additional service providers. Care Management is the first point of entry for a senior seeking services from MOWSOS.

### Scope of Work:

The Care Manager (CM) position is responsible for serving clients in the field and in the office. Services may include assistance with connecting seniors with services both inside and outside of our organization. The goal of the CM is to understand the clients' needs and assist them so that they may remain independent and healthy for as long as possible.

The CM is expected to work closely with other community based organizations and health care organizations in order to provide the best care and outcomes.

The CM position is full-time. The position requires extensive field work as well as occasional meetings on weekends and evenings. Although this position requires extensive record keeping, coordination, and program oversight, this is also a field position requiring direct client interventions in client homes and at other locations.

The CM reports to the Director of Care Management.

Benefits include healthcare contribution, 401k, paid time off, mileage reimbursement, cell phone stipend, and holidays.

### Duties and Responsibilities:

Fulfill all duties as they relate to the program funding, including but not limited to:

1. Assist clients within the entire funding area
2. Ensure accurate and timely reporting
3. Coordinate services with community partners
4. Maintain a current list of community resources

Interview prospective clients and prepare comprehensive, multi-disciplinary assessments and evaluations; determine if clients meet intake criteria, which will include the gathering of information from client and family, current and previous service providers, and from others involved with the client. Prepare clinical case presentation and, based on information gathered, develop a Plan of Care with identified goals agreed upon by the client. Establish and maintain close contact with clients and their families to monitor their needs, resolve difficulties, and coordinate support in times of crisis.

Meals on Wheels

C.C. Cafés

Care Management

Fall Prevention

Home Care Referral

Friendly Visitors

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Maintain updated records (both written and computerized) on care management work, including but not limited to, information, referral, progress notes, Plan of Care updates, evaluation summaries, and discharge planning.

Act as a liaison to assist in the development of community resources, support projects of importance to families we serve, and maintain community accountability and visibility.

- Travel to clients' homes to assess issues when needed
- Maintain active lists of resources
- Understand County policies and changes pertaining to IHSS and related programs
- Maintain good working relationship with County and City officials
- Understand multiple client services in order to refer clients
- Assist with determining best use of supplemental funding from grants and foundations
- Participate in outreach meetings as needed
- Maintain current client files in the office
- Comply with all HIPAA regulations
- Supply monthly reports to management regarding client outcomes
- Additional duties as needed

**Qualifications:**

This position requires the following:

1. MSW degree from a fully accredited program.
2. Experience as a case manager working in the field.
3. Knowledge of Contra Costa social services and resources.
4. Bilingual in Spanish and English.
5. Experience managing a case load.
6. Experience reporting statistics and meeting deadlines.
7. Collaboration with multiple stakeholders.
8. Familiarity with computerized record keeping.
9. Background check clearance.
10. Manual typing/data entry.
11. Valid CA Driver's License.
12. Reliable transportation.
13. A smart phone.
14. Excellent computer skills.
15. Excellent telephone and interpersonal skills.
16. Critical thinking skills.
17. Sensitivity in working with older adults.
18. Understanding of diverse socioeconomic and cultural backgrounds.

**Interested, Qualified Candidates**

Send cover letter and resume ([PDF format ONLY](#)) via email to:

Rosa Loya  
Director of Care Management  
[rloya@mowsos.org](mailto:rloya@mowsos.org)