

JOB DESCRIPTION

Job Title: Senior Services Professional

Department/Location:

Reports to: Director Senior Services

FLSA Status: Salaried; Exempt

Prepared Date: March 2014

General Purpose of the Position: The senior case manager is responsible for providing assistance either in the form of access or care coordination in circumstances where the older person and/or their caregivers are experiencing diminished functioning capacities, personal conditions or other characteristics that require the provision of service by formal/informal service providers.

Essential Duties and Responsibilities:

1. Develop a Plan of Care in conjunction with the client, be knowledgeable of the resources available in the community, and utilize them to augment and strengthen the client's plan of care.
2. Identify and arrange for support and services from traditional or non-traditional sources.
3. Determine eligibility for an array of eligible services.
4. Provide on-going monitoring of the client Plan of Care providing information, assistance and support to the client.
5. Act as client advocate with service providers and other organizations.
6. Coordinate with other community and voluntary organizations for the provision of case management services.
7. Protects confidential information by preventing unauthorized release, both verbally and/or in writing.
8. Is dependable and meets acceptable attendance requirements at all times.
9. Complies with all policies, procedures, safety rules and regulations.
10. Serves as a representative of Iroquois County, demonstrating a positive attitude and progressive actions through the display of professionalism, courtesy, and appropriate tact and discretion in all interactions with other employees and with the public.
11. Performs other related duties as assigned.

Skills and Abilities Required:

1. Possesses and maintains current CPR certification.
2. Demonstrates good verbal and written communication and organization skills.
3. Must be flexible and cooperative in fulfilling all obligations.
4. Must be a licensed driver with automobile that is insured and is in good working order. Documentation of current automobile insurance coverage is required.

Computer Equipment and Software Requirements:

1. Proficiency in Microsoft Windows, Office, Excel, Word, Outlook, office facsimile and document imaging technology.
2. Able to type at a speed necessary for successful job performance.

Education and Experience Required:

- Bachelor's degree in social work or similar field of study with a minimum of one years' experience in social service area; **or**
Registered Nurse with at least one year of nursing experience; **or**
LPN with a minimum of one year's experience in senior case management services; **or**
One year of program experience may replace one year of college education up to and including four years of experience replacing a baccalaureate degree.
- Experience working with senior citizens preferred.
- Continuing Education may be requested and/or required by immediate supervisor/director.
- Must maintain case management certification as required by East Central Illinois Area Agency on Aging.

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.

- While performing the duties of this job, the employee is regularly required to talk and hear.
- The employee frequently is required to stand; walk; use hands to finger, handle, or feel; and reach over head with hands and arms.
- The employee is occasionally required to climb or balance, stoop, kneel or crouch.
- The employee must occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision; distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently exposed to optical exposure to computer screens.
- The employee may be exposed to infectious diseases in community, and private property environments.
- The noise level in the work environment is usually moderate.
- Recurrent movement in and out of automobile in outside weather conditions.
- Exposure to individuals with altered mental status, histories of drug and alcohol abuse, criminal backgrounds, or victims of domestic violence.