



Position: Case Manager	Department: Case Management
Reports to: Case Manager Supervisor or Director of Case Management	
Status: Non-Exempt	Hours: 40
Date: 12-2017	Approved: Beth Stern 12/20/2017

Job Function: Case Managers support older Vermonters in the community to stay as independent as possible in the environment of their choice by promoting health, rights, independence and economic well-being. This is done by assisting clients in the community with accessing programs and benefits, problem solving, decision making, providing information, making referrals to other agencies and coordinating access to services.

Essential Functions:

1. Direct client work; including identifying clients through outreach; assessing client situations; explaining services and options; developing service plans; monitoring services; assisting with public benefits applications, forms, documentation and appeals; working with self-neglect clients.
2. Meetings and trainings; including agency and case management staff meetings, supervision, CART and Medicaid Waiver meetings; required trainings to obtain and maintain case management certification.
3. Paperwork and documentation; including client records, Independent Living Assessments, action plans, Medicaid Waiver billing
4. Coordination and collaboration with other agencies through referral, case consultation and advocacy.
5. Systems advocacy; to identify needs for systems change and participate in actions to improve service systems for older Vermonters.

Knowledge, Skills and Abilities:

1. BA preferred or an equivalent combination of education and experience; preferably in human service/social services.
2. Knowledge of or familiarity with issues, needs and community, state and federal programs relevant to older persons and/or low-income persons, including long term health care issues.
3. Excellent verbal and written communication skills, including sensitivity, listening, problem solving, and team work.
4. Basic math skills and ability to do complex paperwork.
5. Solid computer skills and comfort with learning and using new and pertinent database systems. Systems used include: Windows Environment, Internet-based database systems, MSOffice, SAMS, Omnia, and others.
6. Judgment, intuition, commitment and perseverance to resolve client issues.
7. Ability to be non-judgmental and to work with a wide variety of people; ability to keep confidentiality; reliability; honesty.



8. Ability to be an advocate for a vulnerable population, to effectively navigate through bureaucracy to meet clients' needs.

Additional Desirable Qualifications (optional):

1. 3-5 years work experience in human services, preferably with older persons or people with disabilities.

Physical Demands:

1. Ability to travel within 3-county area in a variety of weather conditions. (reliable transportation needed).
2. Ability to traverse varied terrains and entrances to client homes in a variety of weather conditions.
3. Ability to interview clients in a variety of environmental conditions.
4. May require lifting up to 25 pounds.

Mental Demands:

1. Attention to deadlines.
2. Ability to multi-task.
3. Ability to understand complex social service programs.
4. Ability to self-manage.

Working Conditions:

1. Independent/solitary work as well as work within an office and group setting.
2. Exposure to and ability to deal with unsanitary living conditions and a wide variety of people.
3. Travel within 3-county area during all seasons.
4. Private or shared office space in central or satellite office, depending on territory.