

JOB TITLE: HCBS Case Manager

**DEPARTMENT: HCBS Care Management Program, Central Savannah River Area
Regional Commission**

JOB SUMMARY: This position will be responsible for assessment, planning, communication, education, resource management, and service facilitation for the HCSB Case Management Program. This position will link clients with appropriate providers and resources.

MAJOR DUTIES:

- **Planning, coordinating, and implementing effective case management services for an assigned case load within the Central Savannah River Area under the supervision of the Long Term Care Manager.**
- **Coordinate the client's care plan with the client, family, and service provider (s).**
- **Coordinate service changes or changes in client functioning with all agencies providing direct services to the client.**
- **Advocate for special needs of elderly and disabled populations**
- **Accesses needed resources for clients.**
- **Makes referrals as appropriate for protective services in situations of suspected abuse, neglect, or exploitation of an older person**
- **Document pertinent client information in case record to include client's physical status and satisfaction with service.**
- **Schedule appointment for face-to-face interview with prospective client at client's residence, hospital, long-term care facility, or other appropriate site as indicated.**
- **Conducts telephonic or personal contact with clients to provide effective case management services as needed.**
- **Assures that client/ representative understands all aspects of the program and obtains client's signature on all necessary forms.**
- **Analyzes and interprets social information as compiled**
- **Collaborates with supervisor and Registered Nurse for medically unstable clients.**

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- **Protect confidentiality of client's health care information.**
- **Attend required staff trainings**
- **Assist in outreach to the community**
- **performs other related duties as assigned.**

KNOWLEDGE REQUIRED BY THE POSITION:

- **Knowledge of federal and state aging services guidelines.**
- **Knowledge of medical terminology and diagnoses.**
- **Knowledge of programs such as Medicare, Medicaid, and Social Security.**
- **Ability to effectively coordinate and communicate with clients, service providers, general public, and other staff members**
- **Knowledge in human behavior, gerontology**
- **Problem solving skills and techniques**

SUPERVISORY CONTROLS: The Long Term Care Manager assigns work in terms of very general instructions. The supervisor routinely checks completed work for compliance with procedures and the nature and propriety of the final results.

GUIDELINES: Guidelines include center policies and procedures, and federal and state regulations governing aging services programs. These guidelines require judgment, selection, and interpretation in application.

COMPLEXITY: The work consists of varied duties in clinical, collaborative and consultation skills. Travel is required. Computer skills required.

SCOPE AND EFFECT: The purpose of this position is to provide case management services to Non-Medicaid consumers. Successful performance ensures the provision of aging services and programs to senior citizens within the region.

PERSONAL CONTACTS: Contacts are typically with co-workers, clients, and a variety of government officials, service provider personnel, health care providers, social service agencies, collaborative partners, and the general public.

PURPOSE OF CONTACTS: Contacts are typically to give or exchange information, provide services, resolve problems, and influence persons.

PHYSICAL DEMANDS: The work requires maintaining a case load and conducting in-home visits. Information is entered in a laptop or desk top computer.

WORK ENVIRONMENT: The work is typically performed in an office and in the field.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: This position has no management responsibility.

MINIMUM QUALIFICATIONS:

- **Knowledge and level of competency commonly associated with the completion of a baccalaureate degree in a course of study related to the occupational field.**
- **Experience sufficient to thoroughly understand the diverse objectives and functions of the subunits in the division/department in order to direct and coordinate work within the division/department, usually interpreted to require three to five years of related.**
- **Valid Driver's License (required)**
- **Good computer skills**