

## **WISE Advantage Care Professional**

WISE Advantage is a fee for service care management program grown out of JFS, a respected community-based human service organization with a long history of helping all members of Washtenaw County, regardless of race or religion. The WISE Advantage Plan is a fee-based program that provides customized, comprehensive support for older adults.

### **Qualifications**

The successful applicant will have a Master's in Social Work and minimum of 3 years of experience working with older adults, excel at customer service and be knowledgeable about community services and health care practices. Driving and flexible hours are required in this contractual position. At the time of this posting, due to COVID, work emphasizes virtual interaction.

### **General Description of Responsibilities**

The role of the WISE Advantage Care Professional is to provide support to older adults in maintaining the lifestyle of their choice, developing a care plan and to provide support and guidance to caregivers and families.

- Maintain caseload of WISE Advantage customers, provide care management services to older adults and caregivers via community, in-office, home-based visits and virtual and telephonic support
- Provide bio-psycho-social assessments to understand needs, strengths, challenges, priorities of customer
- Utilize holistic person-centered approach to advocate for customer preferences and needs, navigating, referring and securing meaningful support services
- Managing and monitoring quality of in-home services, interacting with service providers
- Provide assistance, mediate and problem solve challenges with key individuals such as family members
- Coordinate medical appointments and medical information, arranging for transportation and support as appropriate
- Provide ongoing assessment to monitor progress and create plan to meet new challenges
- Provide assistance with transitions to assisted living facilities or nursing homes
- Demonstrate empathy, compassion and cultural sensitivity in diverse settings
- Maintain professional standards in all settings, through demeanor, communications, documentation and reporting