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## **WISE Care Manager Job Description**

### **Overview of Position:**

To coordinate Washtenaw Integrated Senior Experience (WISE) supportive services and care management for older adults and caregivers through comprehensive screening and assessment and ongoing delivery and coordination of services.

### **QUALIFICATIONS**

The successful applicant will have a Bachelor's Degree in Social Work (or other relevant Human Services degree) and minimum of 1 years of experience working with older adults. Candidates must possess excellent communication skills, cultural sensitivity and be knowledgeable about community services and health care practices. At the time of this posting, due to COVID, work emphasizes virtual interaction.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Assess older adults and caregivers to identify needs and inform a person-centered care plan
- Provide care management services to older adults and caregivers via community, in-office, home based visits and telephonic support
- Develop person-centered care plans and assist clients in achieving established goals
- Communicate with healthcare providers, community-based organizations, family members and caregivers to coordinate and link to services to achieve client goals
- Coordinate concrete services such as transportation, medical accompaniment, respite care for clients
- Navigate community resources by identifying relevant services, making appropriate referrals, and monitoring resource delivery
- Collect necessary data for program evaluation
- Represent JFS/WISE at community meetings relating to older adults, caregivers, and community services
- Uphold standards for client documentation, by preparing and completing in a timely manner, all required records and reports for all assigned clients, electronically and in paper files
- Maintain standards of confidentiality and professionalism