



2. Work with consumers, family members, caregivers and service providers to help implement agreed upon action plans.\*
3. Periodically follow-up with consumers to: a) insure critical needs are being met, b) gathers and acts on individual feedback about the quality and delivery of services being provided, and c) updates or adjusts the action plan.
4. If consumer is to be enrolled in the Medicaid Program, assists the consumer with the enrollment and intake process, and then transitions the consumer to a Case Manager.
5. Documents, in chronological narrative, each contact with the client and each contact with providers within two business days of activity.\*
6. Maintains and submits required timesheets, reimbursements requests, etc., in accordance with established agency policies and procedures.
7. Maintains and safeguards agency equipment, supplies, etc.
8. Complies with agency, State and Federal policies and procedures concerning protection of client records and Protected Health Information (PHI).\*
9. Assists other counselors, case managers and division staff in resolving questions resulting from assessments/re-assessments and in other situations involving complex cases.
10. Fulfills agency and/or State prescribed continuing education requirements.\*
11. Participates as a team member in team-building activities and training, team planning meetings and regularly scheduled team meetings
12. Attends required meetings, hearings, etc. and meets regularly with supervisor to exchange pertinent information and to receive supervision and guidance.\*

### **III. EDUCATION, EXPERIENCE AND REQUIREMENTS:**

- A Bachelor's degree in Social Work, Psychology, Sociology, Counseling, Gerontology, Nursing or Health & Human Services; or a registered nurse with one year's experience in human services; or, subject to the approval of the Indiana Family & Social Services Administration/Division of Aging (FSSA/DA), a Bachelor's degree in any field with a minimum of two years' full-time, direct service experience with the elderly or disabled (including assessment, care plan development, and monitoring); or a Master's degree in a related field may substitute for the required experience.
- Must attend and successfully complete the FSSA/DA Division of Aging, *Case Management Orientation Course* within 90 days of employment and attain/maintain certification as a Case Manager.

### **IV. KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge and understanding of social services programs as acquired through education, training and/or experience.
- Ability and skill to conduct effective interviews.
- Ability to keep and maintain accurate records and documentation.
- Ability to present ideas effectively, in both oral and written form.
- Ability to negotiate and resolve conflict between dissenting parties.
- Ability to conduct detailed analytical evaluations and studies, and prepare related reports and recommendations.
- Ability to interpret complex regulatory language in a manner which effectively communicates decisions, rules, policies and procedures, verbally and in writing, to a variety of individuals.
- Ability to work somewhat autonomously and with minimum supervision.
- Ability to work in a wide variety of settings with elderly and disabled clients, and culturally diverse individuals.
- Proven planning, organizational and time management skills.
- Proven skills in the use of Microsoft Office products, Microsoft Windows and Internet based software applications.

### **V. SPECIAL REQUIREMENTS:**

- Must be legally eligible to work in the United States.
- Must pass a pre-employment drug test and any post-employment drugs tests directed by the Agency.
- No felony convictions, as evidenced by an Indiana State Police Limited Criminal Background Check.
- Must possess and be able to maintain a valid state driver's license
- Must maintain the minimum liability coverage required under Indiana law on any vehicle used to carry out the duties and responsibilities outlined in this job description; proof of coverage must be provided to employer.
- Must receive an annual TB test at employer's expense.

## **VI. PHYSICAL DEMANDS & WORK ENVIRONMENT:**

Incumbent performs a majority of duties in an office environment, nursing facility or client home. Duties typically involve sitting, operating a computer for long periods, walking at will, close and far vision, depth perception, hearing communication, handling/grasping/fingering objects, and occasionally lifting/carrying objects weighing less than 25 pounds. Incumbent drives to and from work sites throughout the service area using personal vehicle (employer reimburses incumbent at the agency's established mileage rate). Incumbent may be required to work extended and/or evening hours, occasionally travels out of town for training/conferences (sometimes overnight) and may be exposed to unsanitary conditions in some home settings.