

# **JOB DESCRIPTION**

**PROGRAM:** STEP Office of Aging  
**JOB TITLE:** Care Manager/Assessor I – In Office Position  
**CLASSIFICATION:** Caseworker I  
**PAY GRADE:** 11

## **JOB SUMMARY**

This position provides in-office care management services to support the provision of services for senior citizens with disabilities and support to family caregivers and other services to enable senior citizens to remain independent or assist them in choosing and entering an appropriate facility to care for them. Work is carried out according to established practices, procedures, and precedents, but may require some independent judgment; advice is sought or provided with situations that are more difficult.

## **SUPERVISORY RELATIONSHIPS**

**SUPERVISES:** Not Applicable  
**REPORTS TO:** Social Services Manager

## **ESSENTIAL QUALIFICATIONS:**

- Bachelor's degree in Social Work with one year of experience in public or private social work that involves comprehensive and/or psychosocial assessments is preferred; at minimum, bachelor's degree in a related area with the one year of experience described above.

## **GENERAL REQUIREMENTS**

- One year of experience with both operating personal computer hardware within a networked environments and Microsoft Office products including Word, Access, and Excel;
- Pennsylvania State Police Criminal History Clearance, Child Abuse Clearance, and Motor Vehicle Record check current within 90 days of employment; and the ability to be bonded;
- Ability to travel out-of-town and overnight for Program purposes;
- Valid driver's license and an insured vehicle available daily or other arrangement for transportation in order to fulfill job duties; and,
- Clear speaking voice and the mental and physical ability to perform essential job functions without any health restrictions, including the ability to sit, stand, climb stairs and safely lift and carry twenty pounds unassisted, have unrestricted use of the upper body, and corrected or uncorrected hearing and vision within normal ranges,

## **SPECIFIC DUTIES**

- ❖ Provides office coverage and maintains availability to assist walk-in customers, answer the telephone, and receive/write referrals for services;
- ❖ Consults with supervisor about cases, care plans, and customer assessments;
- ❖ Assists customers with budgeting and understanding financial obligations;
- ❖ Completes all required and requested documentation in the SAMS/OMNIA computer database;
- ❖ Calculates cost of care plan and determines each customer's cost share amount; explains cost share regulations to customers; contacts customers that are delinquent on cost share payments to attempt to resolve payment problems;
- ❖ Informs and assists customers of the appeal process;

**JOB DESCRIPTION**  
**Care Manager/Assessor I**

---

- ❖ Receives reports of need for protective services; completes Report of Need for Protective Service and notifies a supervisor immediately in order for the Report to be assigned;
- ❖ Completes necessary forms to obtain Office of Aging services and completes or aids in completing forms for other services and benefits such as, but not limited to, Medicare, rent rebate, PACE, and Department of Human Services (DHS) Programs;
- ❖ Provides information and referral services; explains which agencies the customer should contact and personally refers the inquiries to the appropriate agency;
- ❖ Assists customers to locate adequate housing, including nursing homes, assisted living facilities, and personal care homes, using a standardized DPW screening instrument for placements within personal care homes as requested;
- ❖ Provides personal advocacy for customers to assist in resolving problems;
- ❖ Assists customers to improve problem solving and/or coping skills;
- ❖ Attends training sessions as assigned and shares information with staff as assigned;
- ❖ Completes Program's monthly reports and daily logs as requested in the regulations;
- ❖ Implements all Pennsylvania Department of Aging Directives and all STEP and Program policies and procedures as they apply;
- ❖ Complies with applicable federal, state, and local laws and regulations;
- ❖ Provides customers with the opportunity to donate for services rendered; and,
- ❖ Performs related work as required.

**REQUIRED KNOWLEDGE, SKILLS & ABILITIES**

- ❖ Knowledge of the following:
  - Effective customer service principles;
  - Microsoft Office Suite, including but not limited to Microsoft Word, Excel, Access, Power Point, and Publisher components;
  - Professional social casework principles, practices, and methodologies;
  - Individual, group, and family behavior and ways of working effectively with the elderly and disabled;
  - Current and economic, social and health problems of the elderly and disabled; and,
  - Mental health conditions and dementias that afflict the elderly and the mental health services system.
- ❖ Skills in the following:
  - Writing, editing, and communicating, including knowledge of English grammar, spelling, and punctuation as they would relate to the production of reports, care plans, and other operational documents, as well as their use in communicating with a variety of individuals and groups;
  - Using a keyboard and personal computer; and,
  - Oral communication, such as speaking, listening, and interviewing, to express ideas clearly and to interact with customers, co-workers, management, outside agencies, and the public effectively.
- ❖ Ability to perform the following:
  - Work effectively with people and aid them to grow in the constructive utilization of their capabilities and in adjusting to their specific problems;
  - Organize and plan work;
  - Arithmetic calculations sufficient to complete income eligibility forms and cost of service and cost share calculations;
  - Complete Mini Mental Status Exam on older adult that comes into office based on

**JOB DESCRIPTION**  
**Care Manager/Assessor I**

---

circumstances;

- Evaluate a person's decision-making capacity of older adult that comes into office based on circumstances;
- Discuss the importance of safety of living arrangements and housing;
- Recognize situations that indicate an older adult is at imminent risk of death or serious physical harm;
- Be creative, resourceful, and flexible;
- Collect, organize, analyze, and process information accurately, quickly, and efficiently;
- Identify and meet goals, objectives, outcomes and timelines within broad parameters;
- Demonstrate respect for individuals and groups with varied cultural, racial, ethnic, religious, and linguistic identities or backgrounds;
- Establish and maintain effective working relationships with staff, administrators, partnering agencies, elected officials, government agencies, businesses, customers, and the general public;
- Analyze, evaluate, and recommend action on customer needs;
- Understand and accept the needs and rights of others, and to effectively communicate with customers;
- Work independently, as well as within a team;
- Speak to groups of varied socio-economic backgrounds;
- Plan and organize work, prepare adequate records and reports, set priorities, and maintain a caseload in an effective and timely manner;
- Think creatively and to work cooperatively with supportive staff and outside agencies to promote and improve senior citizen services;
- Interpret written and oral information; and,
- Project a positive image.