



## **Care Manager Aide**

Under the supervision of the MSSP Supervising Care Manager (SCM), the Care Manager Aide I provides assistance to the Social Work Care Managers (SWCM) and carries a small caseload. MSSP serves frail low-income elders by planning and coordinating a wide range of services to assist clients in avoiding nursing home placement and to remain living independently in a safe manner. All work will be performed within established procedures under the direction of the SWCM, SCM or Nurse Care Manager (NCM). The Care Manager Aide I is responsible for the following activities:

### **Essential Functions:**

1. Conduct the initial intake/screen on potential MSSP clients including:
  - a. Completing an intake form
  - b. Identifying issues that may lead to crises and making appropriate referrals
  - c. Providing information and referral for those applicants ineligible for the program
  - d. Assisting the client in understanding and signing the Application Form.
2. Assist in coordinating services for socially and medically complex clients.
3. Monitor health and/or psychosocial changes in clients through monthly contacts with client, family and professionals.
4. Participate in case conference and care plan development.
5. Arrange medical/social services for clients within budgetary and contractual guidelines.
6. Collaborate with health care and social service coordinators of other agencies and hospitals to maximize use of community services.
7. Plan termination of clients using MSSP protocol for whom services are no longer necessary or appropriate.
8. Refer to APS any suspected cases of abuse, neglect or exploitation.
9. Consult regularly with Supervisor on issues related to caseload, focusing on challenging cases and unfamiliar procedures.
10. Participate in MSSP quality assurance activities.
11. Attend and participate in weekly case conference/team meetings.

### **Record Keeping**

1. Responsible for completing all required documentation of care management activity for assigned clients using MSSP protocol.

2. Responsible for supplying accurate data for management information system and required reports.
3. Use a computer to complete assessments, summaries, care plans and case notes.

### **Service Provision**

1. Maintain a current resource file on service providers and vendors and share new resources with team members.
2. Assist with locating new providers and evaluating old service providers by sharing information with colleagues and management.
3. Communicate regularly with service providers to assure satisfactory service delivery.

### **Outreach Activities**

1. Participate in public relations activities as assigned to increase number of clients and assist in development of MSSP.
2. Give feedback to referring parties regarding appropriateness of referrals and capacity of MSSP to address identified needs.

### **Minimum Qualifications**

Two years of experience working with the elderly and a Bachelor's degree. Experience working for seniors.

Position requires extensive client contact by phone and in person. The CMA I must have ability to communicate in English in both written and verbal forms. There will be frequent travel to clients' homes throughout Contra Costa County. Must have valid California Driver's license, clean DMV record and automobile insurance. The CMA I must have skills to manage care for vulnerable crisis-prone clients with diverse medical and social problems. Computer literacy to input data on electronic data management system. Current first aid/CPR certification required. Must pass Department of Justice fingerprint clearance.

**Job Type: Part-time (40 hrs/week)**  
**Monday-Friday (Closed on all major holidays)**  
**Hourly Rate: \$20.00 per hour**

*Application: Email resume and cover letter to: [employment@choiceinaging.org](mailto:employment@choiceinaging.org) Fax resume: 925-849-1784 Subject Line: \*Title of Open Position\* Note: The recruitment timeline for this position may vary and depend on many factors and we appreciate your patience during this process. Due to the high volume of applicants, we will only be contacting those candidates whose qualifications most closely match our requirements for the position. No phone calls*