

EMPLOYMENT OPPORTUNITY

Position Title: Lead Case Manager
Division: Memory Support Services
Reports to: Program Services Manager
Status: Full-Time, Non Exempt
Pay Range: \$23/hour - \$27/hour DoE

General Summary:

The **Lead Case Manager is an essential part of a multidisciplinary team of professionals working in collaboration with a variety of other community service and health care providers**, that provides intensive, in-person care management services that focus on psycho-social evaluations, care coordination, and providing linkage to community resources, community educational and therapeutic activities, clinical and non-clinical needs of vulnerable older adults impacted by multiple medical, social and cognitive issues living in the community. Services are delivered via in-person, phone and electronic means as best meets the needs of the client. This position will be the liaison with the Cal Aim staff, provide limited program administration, and may train and support other Lead Care Managers, student interns, and/or community health workers assigned to the program.

Overview:

Founded in 1982, Alzheimer's Orange County is an independent, community based 501 c 3 non-profit organization serving vulnerable older adults in Orange County who are experiencing cognitive decline and their family care-partners. We are looking for mission driven, compassionate and skillful employees who seek to make a difference in the lives of those with cognitive loss. We highly value life-work balance and offer an extensive benefits program which includes health, dental, vision, life, disability and long-term care insurance, flexible spending accounts and a 403(B) plan for eligible employees. We offer a hybrid flexible work arrangement where staff are eligible for a combination of in-office, in-community and remote work.

Essential Job Functions:

- Provide Enhanced Care Management (ECM) services including outreach, patient enrollment, development, and implementation of care plans.
- Responsible for coordinating with those individuals and/or entities to ensure a seamless experience for participants and non-duplication of services.
- Deliver person centered psycho-social and cognitive assessments, care planning, psychotherapy, safety assessments, and patient education where the person lives.
- Connects participants to other social services and supports the participant's needs which may include transportation.
- Documents constituent encounters and supports the claims process for services rendered.
- Maintains ethical standards of practice for client communication, documentation, and confidentiality, following policy and procedures of the profession and agency.
- Utilizes motivational interviewing, trauma-informed care, and harm-reduction approaches.
- Coordinates with participant's medical providers
- Monitors treatment adherence

- Provides health promotion and self-management training.
- Collects, tracks and reports data, monitors outcomes and outputs, and evaluates quality of efficiency of projects and programs assigned.
- Other duties as assigned.

Minimum Requirements:

- Two years of experience providing case management services to vulnerable older adults, or similar populations
- Bi-lingual in English and Spanish preferred but not required.
- BA or higher preferred, but not required
- Excellent leadership, initiative, integrity, customer service and motivational skills.
- Effective time management and organizational skills required.
- Ability to represent Alzheimer's Orange County in a professional manner.
- Proficient in the use of a personal computer and Microsoft Office applications.
- Ability to travel as needed to perform job duties.
- Ability to work occasional evenings and weekends.

The job profile in no way states or implies that these are the only duties to be performed by the jobholder. The employee will be required to follow instructions and perform other duties as requested by his/her supervisor or manager. This is not meant to be an exhaustive list of job duties. Essential elements may change when necessary.

Alzheimer's Orange County is an equal employment opportunity employer and strives to comply with all applicable laws prohibiting discrimination based on race, color, creed, sex, age, national origin or ancestry, physical or mental disability, veteran status, marital status, medical condition, sexual orientation (gender identification), as well as any other category protected by federal, state, or local laws.

The Employee or the Organization may terminate employment at the Organization for any reason, with or without cause or notice, at any time. Nothing in any oral or written statement shall limit the right to terminate employment at will. No Supervisor or Employee of the Organization shall have any authority to enter into an employment agreement – express or implied – with any Employee providing for employment other than at will.