

EMPLOYMENT OPPORTUNITY

Position Title: Case Manager (bilingual in English & Vietnamese)
Division: Memory Support Services
Reports to: Program Services Coordinator
Status: Full time, Non-Exempt
Bilingual/Bicultural: Fluent in Vietnamese and English (**required**)

General Summary:

The **Case Manager** is a **non-management position that is an essential part of a multidisciplinary team of professionals working in collaboration with a variety of other community service and health care providers**. The role provides intensive, in-person care management services that focus on psycho-social evaluations, care coordination, and providing linkage to community resources, education, and therapeutic services. We focus on the needs of vulnerable older adults impacted by multiple medical, social, and cognitive issues living in the community. Services are delivered in-person (**home visits required**), phone and electronically based on clients' needs.

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**.

Essential Job Functions:

- Enhanced Care Management (ECM) services include patient outreach, recruitment and enrollment of new clients (phone communication skills).
- Delivers person centered psycho-social and cognitive assessments, care planning, safety assessments, and patient education where the person lives.
- Connects participants to needed health and social services and support, arranging transportation, meal deliveries, medical appointments, etc.
- Documents all services provided: needs assessment, care plan, goals and subsequent services using SMART goals (Simple, Measurable, Achievable, Relevant, Timely) in electronic databases.
- Maintains ethical standards of practice for client communication, documentation, and confidentiality (HIPAA compliance), following policy and procedures of the profession and agency.
- Utilizes motivational interviewing, trauma-informed care, and harm-reduction approaches (training provided)
- Other duties as assigned.

Minimum Requirements:

- One year of Enhanced Case Management (ECM) experience providing case management services to vulnerable older adults, or similar populations preferred.
- **Fluent in both English and Vietnamese required** (ability to read and write in Vietnamese a plus)

- Masters preferred, BA will be considered (e.g.: BASW, Human Services, Social Work, Gerontology degrees)
- Must have initiative, integrity, customer service and motivational and phone 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, reliable transportation required.

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.