

Job Title: **Bilingual Case Manager (English/Spanish)**
Classification: Exempt

Reports To: Lead Case Manager
Updated: 2011

GENERAL PURPOSE OF THE JOB:

Assesses the needs of senior adults to enable them to remain independent, active, and influential in their community. Implements the Case Management Standards (developed by a committee of the Focal Point directors and case managers and approved by the Area Agency on Aging Board), which defines Case Management as: advocacy activities which enable senior adults to achieve or maintain optimum independence in their community through assessment of need and coordination and monitoring of community-based services. All functions are carried out in accordance with the policies and procedures of the North/Eastside Senior Coalition.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Specific knowledge of human services for senior adults. Sensitive to issues of diversity, including those relating to gender, class, ethnicity, age, disability, and sexual orientation in delivery of services, working with volunteers and providing programs in a multi-use facility. Participates in policymaking, strategic planning, and evaluation. Provides leadership and communicates the mission of the agency to others on the staff, to volunteers, and to the broader community.

Meets Standards

- Treats clients with dignity and respect, in a fair and equitable manner.
- Exercises professional judgment, ethics, and maintains confidentiality.
- Draws from a comprehensive bank of community resources and reflects data regarding the quality of service providers.
- Follows a comprehensive assessment protocol that includes a face-to-face interview with the client. Assesses the needs and respects the values and strengths of each client.
- Engages the client in the development of a service plan tailored to meet the client's unique needs, circumstances, and preferences as determined through the assessment.
- Arranges, coordinates, and monitors services from qualified providers that are prompt, adequate, and appropriate (to the extent the client has not chosen to manage his/her services).
- Educates the client to make informed choices, and supports their decision-making ability to manage their own services in a manner that maximizes their autonomy.
- Maintains client records that include assessment, service plans, and case notes that are comprehensive, legible, and up-to date.

Specific Responsibilities

- Organizes the case management systems including intake procedures, client records management, database management, and development of the I & R resources.
- Administers case management for the North/Eastside Senior Coalition in accordance with the requirements of the contract with the City of Madison, Dane County, and United Way of Dane County.
- Administers case management for Spanish speaking clients in Dane County after an appropriate referral has been provided to the appropriate focal point.

- Creates monthly, quarterly, and annual reports to funding sources.
- Supports the Supportive Home Care and Medical Assistance contract for Latino clients.
- Participates in case management and staff meetings and organizational planning.
- Serves on task forces and committees related to the work of the Coalition.
- Attends training events to evaluate and upgrade social work and leadership skills.
- Participates in the Cultural Diversity Programs (Latino and African American) to include ensuring case management is offered to these minority senior adults in the Coalition area. Also involved in specific programming for Latino senior adults.
- Attends the monthly Latino discussion group to ensure case management is offered to these minority senior adults in the Coalition area and Dane County.
- Participates in Coalition programs.
- Assists in planning and staffing all NESCO fundraising efforts.
- Represents NESCO at a variety of professional events, meetings, and other community events when appropriate.
- Translates documents and provide interpretation as needed.

SUPERVISORY RESPONSIBILITIES:

None

EDUCATION AND/OR EXPERIENCE:

Bachelors Degree in Social Work or equivalent; or two to four years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS:

Fluent in oral and written Spanish. Ability to read, analyze, and interpret common technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from clients, other agencies, or members of the business community. Ability to effectively present information to top management, public groups, and/or board of directors.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ration, and percent and to draw and interpret bar graphs.

REASONING ABILITY:

Ability to define problems, collect data, establish facts, and draw valid conclusions; ability to interpret an extensive variety of technical instructions.

CERTIFICATES, LICENSES, REGISTRATIONS:

Valid Wisconsin Driver's License

OTHER SKILLS AND ABILITIES:

Knowledge of aging issues and sensitive to issues of diversity in the practice of Social Work including issues related to gender, class, ethnicity, age, disability, and sexual orientation. Have a background in working with minority communities of senior adults with particular skills in working with Latino seniors, or related training. Willingness to increase educational level of bicultural issues.

Ability to work autonomously and seek out consultation from peers and others in the aging field when needed. Demonstrates the accepted standards of professional conduct necessary to practice social work. Critically evaluates own practice using feedback from research, colleagues, and the Executive Director.

Participates in policy making, planning and evaluation. Works courteously, cooperatively, productively, and professionally at all times with fellow staff, volunteers, and others. Proven leadership skills necessary to

participate on committees, task forces, and at staff meetings. Can express the mission of Social Work to others on the staff, to volunteers, and to the broader community.

OTHER QUALIFICATIONS:

Training in facilitating support groups preferred.

PHYSICAL DEMANDS:

Under 25% of the time	25-75% of the time	Over 75% of the time
taste or smell	stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl	Talk or hear

This job requires up to 25 pounds of weight be lifted or force be exerted (under 25% of the time).

VISION REQUIREMENTS:

- Close vision (clear vision at 20 inches or less)
- Distance vision (clear vision at 20 feet or more)
- Color vision (ability to identify and distinguish colors)
- Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)
- Depth perception (three-dimensional vision and ability to judge distances)
- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)

WORK ENVIRONMENT:

This job is exposed to wet or humid conditions/outdoors (under 25% of the time) and a risk of electrical shock (under 25% of the time). This job is also exposed to moderate noise (business office with computers and printers).

Job description updated and approved by:

Employee Signature

Supervisor Signature

Employee Printed Name

Supervisor Printed Name

Date

Date