

Corporation of Guardianship

Job Description

Trust Care Manager

General Statement of Duties

Care management is a collaborative process which assesses, plans, implements, coordinates, monitors and evaluates options and services to meet clients' medical, psychosocial, behavioral, financial, and spiritual needs. The Trust Care Manager provides advocacy and brokering of services in accordance with the client's goals and needs. Under the guidance of the Director of Care Management, the Trust Care Manager may authorize the arrangement of services and supports for clients in areas such as housing, home care, medical management, social activities, legal services, financial assistance, public benefits, and safety and security. The Trust Care Manager is responsible for facilitating communication to keep family members, involved professionals, and the Corporation of Guardianship team informed as to the well-being and changing needs of the client.

Distinguishing features of this Position

The Trust Care Manager is driven by the importance of Corporation of Guardianship's mission. The person in this position must demonstrate strong professional judgment in providing holistic and comprehensive case management services to all clients. The Trust Care Manager participates in an ongoing information-gathering and decision-making process to help clients identify their goals, strengths, and challenges. The Trust Care Manager works under the guidance of the Director of Care Management and supervision of the Executive Director.

Illustrative Examples of Work

- Visit each assigned client at least once annually and check-in via call/email a minimum of once every quarter.
- Assess clients' physical, mental and social needs on a regular basis.
- In consultation with the Financial Administrator, assess clients' financial needs and develop a comprehensive plan to ensure the appropriate use of client resources.
- Communicates and problem solves with clients, families, and other stakeholders in matters of each client's health, safety, financial security, and overall quality of life.
- Arrange for and coordinate necessary services and care and make referrals to appropriate community resources.
- Monitor services and care provided in the home, long-term care facility, or group home.
- Seek living arrangements or placement appropriate to meet each client's physical and mental needs and quality of life.

- Observe and document the health, emotional, and living condition of each client and develop appropriate interventions to ensure quality care and optimal well-being.
- Practice surrogate decision-making while assisting clients in maximizing their abilities for self-determination by empowering them in decision-making to the greatest extent possible.
- Identify potential risks of exploitation or abuse and advocate on behalf of clients to ensure their safety and security.
- Record monthly documentation on all activities in the client case notes.
- Respond to all voicemails and emails within two business days to meet Corporation of Guardianship's standard of timely communication.
- Perform all duties in accordance with Corporation of Guardianship's policies and procedures, safety guidelines, and client confidentiality standards.

Knowledge, Skills, and Abilities

- Knowledgeable in case management principles, procedures, and practices.
- Knowledgeable in crisis intervention principles and practices.
- Ability to understand, support, and advocate for the complex needs of the individuals served by the organization.
- Ability to make independent decisions, appropriate referrals, and identify issues which may require legal support or other team involvement.
- Ability to prioritize and execute tasks by order of importance.
- Strong communication skills and the ability to deal tactfully and respectfully with clients, family members, agencies/personnel, and the general public.
- Sensitivity to the issues and difficulties that frail elders and individuals with disabilities may face, both physically and emotionally.
- Knowledge of Medicare, Medicaid, Social Security, and the network of benefits, services and supports available for older adults and persons with disabilities.
- Knowledge of the applicable laws and regulations pertaining to the services provided by the organization, including Guardianship, Special Needs Trusts, Representative Payee, and Powers of Attorney.
- Proficient in use of computer programs (Microsoft Office) including word processing, spreadsheets, email, and internet. Willingness to learn case note documentation software.

Desirable Education and Experience

Bachelor's degree in a relevant human services field plus a minimum of 5 years of professional experience providing case management services for older adults and/or persons with disabilities required. Master's degree in a relevant human services field plus a minimum of 2 years professional experience providing case management services for older adults and/or persons with disabilities is preferred.

Special Requirement

Must pass background check
Possession of a North Carolina Driver's License