

Choices for Independence Case Manager – Hybrid

Position Summary: To assist seniors and older adults with chronic illnesses to manage financial benefits and to help them coordinate in home supports and home and community-based care services provided under the Choice for Independence Program (CFI) per He-E 805. Reports to: Director of Elder Services

This position works a hybrid model of remote work during part of the week and in-office work for the other part of the week. This position requires mandatory attendance at Gateways' Nashua office, for bi-weekly staff meetings and other required trainings. Staff are required to be accessible via phone and Skype during work hours and utilize Outlook to record client visits.

Essential Job Functions:

A. Financial Benefits Coordination

1. Assist clients with housing issues, public assistance, insurance and financial benefits, long term care admissions, legal issues, including identifying needs, locating resources, and completing all applications and paperwork as necessary, including Medicaid & Social Security benefits
2. Help clients maintain these benefits through assistance with annual financial/medical recertifications, other paperwork and education on the benefit programs
3. Assist with redetermination of financial/medical benefits annually

B. Choices for Independence Program (CFI)

1. Complete client's initial assessment
2. Complete initial care plan with the client and submit request for services to BEAS Long Term Care Department for approval
3. Advocate for clients when necessary; encourage client's participation in service plan implementation.
4. Complete the addendums to the care plan with the client, as needed
5. Maintain up-to-date client records, including progress notes, annual paperwork, and all other required forms.
6. Negotiate with contracted vendor agencies for needed services
7. Assure that quality services agreed upon in client's care plan are provided in a timely fashion
8. Ensure client satisfaction with services through monthly contacts based primarily on personal visits
9. Facilitate communication and maintain effective professional relationships with all members of client's care team, including managed care organizations and client's medical team
10. Maintain a working knowledge and adhere to all applicable state and federal programs regulations
11. Identify clients who are in at-risk situations, including abuse, neglect, and financial exploitation. Report to and collaborate with appropriate crisis intervention agency, including BEAS Adult Protective Services, to alleviate abuse, neglect, and other crisis situations
12. Documentation and paperwork through applicable databases

Qualifications, Education and Experience:

- Proficient in Microsoft Windows environment including working knowledge of Word, Excel, Outlook along with relational data base knowledge (Microsoft Access and/or Harmony preferred)
- Bachelor's degree preferred in related field; or equivalent combination of education and/or experience.
- Three years prior geriatric casework or related geriatric experience; experience with end-of-life services is preferred.
- Strong belief in provision of community service for elders and people who have disabilities
- Communicate constructively to management and staff on problems, ideas, or any other insights to assist in defining new best operational practices
- Possess reliable transportation, valid drivers' license, and applicable vehicle insurance for business travel
- Possess reliable cell phone and internet access to provide case management to individuals from a remote (non-Gateways) location