

## Alzheimer's Community Care Job Description

**Position Title:** Case Manager  
**Supervisor:** Director of Case Management  
**Department:** Administrative  
**Status:** Non-Exempt  
**Effective Date:** July 1, 2008  
**Revision:** 7/1/2018

### Position's Major Description:

The Case Manager is a professional who administers social work skills that contribute to the emotional well-being and accessibility of supportive services for families, caregivers, or patients of Alzheimer's disease and/or other conditions resulting in dementia. The Case Manager assesses Alzheimer's patients, caregivers, family members, or relatives regarding their emotional and physical health needs and existing or potential hazards due to the disease; provides guidance, including emotional support for families and other supportive systems; and consults with, refers families to, and follows up with appropriate resources. This professional also interacts with the patient's physician or other community agencies to reduce hazards; gives, arranges for, teaches, and/or supports the care of Alzheimer's patients and caregivers in a crisis situation; acts as a resource for the community for crisis cases involving Alzheimer's or related dementia patients; participates in outreach, networking, and education in the community to increase community awareness of Alzheimer's Community Care and its dementia-specific services.

### Position Responsibilities:

1. Identifies needs of patients and caregivers. Initiates and directs comprehensive resource and services implementation. Assures a continuum of care for patients. Regularly observes and estimates potential dangers of disabling conditions and indicates preventive and corrective measures when necessary.
2. Responsible for compliance with guidelines of grants, funders and alternate third-party providers. Utilizes internal monitoring to audit charts for compliance. Responsible for associated reports.
3. Sets goals and measurable outcomes for identified needs. Identifies problems and variables affecting plans incorporated within an Alzheimer's Health Care System. Observes, evaluates and reports to appropriate staff, health and human service professionals, or family members regarding factors affecting the condition.
4. Develops therapeutic relationships with patients and families and maintains highest level of confidentiality.
5. Develops and updates individualized care plans and assures appropriate referrals are made for services. Identifies recurrent patient problems, symptoms, and behavioral changes in written progress notes and alters care plan to meet changing patient and family needs. Ensures appropriate follow up is accomplished within a logical time frame for maintaining continuous stability to the patient and family.
6. Assesses and monitors family financial resources when appropriate for securing services.
7. Screens applicants for eligibility into ACC's support services. Assists in securing appropriate service benefits as applicable for each family situation.
8. Communicates case information with the designated Family Consultant and service manager or equivalent.
9. Maintains comprehensive, organized records and documents pertinent data. Ensures the assembly of clinical records and reports data in regular reporting procedures.

10. Participates in and makes contributions to program development by sharing observations of the changing community needs. Represents ACC at professional meetings and outreach activities; serves on committees related to policies, procedures, records, etc.; maintains availability to health and human service professionals regarding ACC's programs.
11. Participates in staff education to upgrade and share knowledge and skills, including peer reviews.
12. Serves as facilitator or participates as a back-up to facilitator for support groups, both therapy based and self-help formats and back-up to community educator.
13. Responsibilities include entering information into various database systems, which requires accuracy, integrity and competency.
14. Collects and accurately enters data from source documents into computer.
15. Substitutes in Alzheimer's Community Care's Specialized Adult Day Service Centers, on an emergency basis with assignments specified by the Program Manager and/or Program Nurse including to engage patients for participation in activities, serve food and general clean-up.
16. Maintains appropriate activity as required in ACC's hurricane/disaster plan.
17. Performs other duties as requested by the Director of Care Management.

**Supervisory Responsibilities:** None.

**Position Relationships:**

*Internal relationships:* Close working relationship with Specialized Day Services Department, Community Care Services Department and all-day services staff. Works as team member with other staff and departments to accomplish tasks.

*External relationships:* Daily contact with the patients and caregivers on the phone and in person. Frequent contact with physicians, vendors of services, community, and government agencies.

**Working conditions may include, but are not limited to:**

1. Walks or stands 10-20% of the time, sits the remainder of time.
2. Drives in the ACC territory on average of 100 to 225 miles per month.
3. Can be asked to lift or assist with lifting in patient transfers from wheelchair to chair, wheelchair to toilet, vehicle to wheelchair, etc.
4. Can spend up to 30% of time in patients' homes.
5. Works in shared office space with moderate noise level.
6. Works with moderate amounts of interruptions.
7. Works with a Department team of up to 20 people and may interact with up to 30 people daily.
8. During emergency conditions, may be exposed to long working hours and/or heat, rain, wind, or cold.
9. During working hours, may be exposed to offensive odors.

**Background Requirements for the Position:**

**Education:** Bachelor's degree required in social work, psychology, or related social service field.

**Experience:** A minimum of 2 years direct case management experience in a long-term care environment, either community-based or residential. A Master's degree may be substituted in lieu of the minimum experience requirement.

**Essential Job Requirements for this Position:**

1. May require work in excess of scheduled hours from time to time.
2. Must be comfortable with public speaking and outreach presentations.
3. Must possess effective skills in relation to working with and assisting volunteers.
4. Must possess ability to substitute as day care staff in a professional capacity, if needed.
5. Must possess ability to lift up to 50 lbs. maximum with frequent lifting and carrying of objects weighing up to 25 lbs.
6. Must possess the ability to frequently stand, walk, speak clearly, hear patients' communications, stoop, kneel, crouch, reach, and handle program supplies/equipment.
7. Must be able to work indoors or outdoors based on patient needs.
8. Must pass drug screening and level II criminal background screenings by Department of Elder Affairs and Agency for Health Care Administration.
9. Must be free of communicable diseases. Required to update physical and TB testing annually.

**Skills/Abilities:** Must possess computer skills and be able to operate all equipment necessary to complete duties. Must have good communication skills. Must be efficient with time management and organized and have the ability to handle multiple tasks simultaneously and still maintain flexibility. Comfort with public speaking and community teaching. Possesses knowledge and ability to provide comprehensive care management, including knowledge of community and home health services, public health science, and the long-term care continuum of community-based, home, and institutional services. Must have reliable transportation. Must be able to enhance the image of ACC in person, by phone, and written communication. Must have ability to exercise sound judgment and work independently. Must meet all day services licensing screening requirements.

**Resources Provided for this Position:**

1. Cellular telephone
2. Mileage reimbursement

I have fully read and understand the requirements of the aforementioned job description. I agree that, as a condition of my employment, I will maintain confidentiality regarding all patient and consumer records and Alzheimer's Community Care financial issues, which may come to my attention. I also agree, as a condition of my employment, I will avoid situations, relationships, activities, and agreements which present a conflict of interest. I also understand that this job description is not intended and is not construed as an all-inclusive list of responsibilities, skills, efforts, or working conditions associated with this position.

\_\_\_\_\_, 20\_\_\_\_  
*Signature* *Date*

\_\_\_\_\_, \_\_\_\_\_  
*Printed Name* *Employment Date*

\_\_\_\_\_, 20\_\_\_\_  
*Signature of Supervisor* *Job Title* *Date*