



JOB TITLE: Aging Life Care Manager™

REPORTS TO: Director of Clinical Services

EMPLOYMENT STATUS: Full-Time, Hourly

FLSA STATUS: Non-Exempt

DEFINITION: A clinician who performs assessments, care coordination, care planning, and related care management activities for adults in need of care management services. The Aging Life Care Manager ensures quality and fit of services consistent with Windward Life Care's mission to create a sense of purpose for all clients.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

A. Assessment

1. Interviews clients and families about current care situation, sets goals, and gathers appropriate information related to the client from a variety of sources such as family members, insurance companies, financial planners, attorneys, or other significant sources.
2. Obtains and documents information utilizing approved procedures and forms.
3. Identifies high risk factors, barriers to goals, and strengths that will assist client in achieving goals.
4. Assesses for abuse and/or neglect and takes action to assist client, including reporting to APS.

B. Care Planning

1. Develops a comprehensive care management plan that addresses all pertinent needs of the client.
2. Makes recommendations regarding appropriate level of care; provides estimates of care costs, presenting multiple scenarios as needed.
3. Identifies private and community resources and incorporates them into the plan of care.
4. Updates the Plan of Care every six months, or more often as needed.

C. Care Management

1. Arranges and monitors services as they are provided to the client.
2. Communicates the client's plan of care with the care team members.
3. Provides frequent, timely reviews of the care plan with the client/family as necessary; re-evaluates and modifies plan based on client outcome.
4. Serves as a client advocate in the healthcare and long-term care systems, assessing and assuring quality care is given, and following up with client and family on their satisfaction with services.
5. Assures quality of services provided to clients based on the plan of care by creating and reviewing the Log Book and making home visits.

6. Ensures accurate clinical documentation and appropriate client billing, and submits billing statements as appropriate in a timely manner.
7. Participates in on-call schedule as needed per WLC protocol.
8. Provides placement consultations for clients and family members, providing referrals to the most appropriate and cost-effective location(s) for continued care as necessary.
9. Achieves established productivity targets.
10. Preserves human dignity and confidentiality of clients at all times.
11. Respects clients' and families' needs, including appreciating individual and group experiences related to race, ethnicity, culture, spirituality, sexual orientation and/or gender identity.

D. Sales and Marketing

1. Identifies potential customers and referral sources, and demonstrates skill and knowledge in describing WLC services.
2. Tracks and follows up on leads from other professionals and referral sources, and assists in converting leads into new customers.
3. Participates in outside marketing activities and demonstrates leadership within the local care management industry.

KNOWLEDGE, SKILLS & ABILITIES:

1. Master's, Bachelor's or Associate's degree in a field related to care management required
2. Two or more years of paid clinical and/or case management experience with older or disabled adults
3. Working knowledge of the provision of health care and mental health care in a variety of settings
4. Knowledge of community resources, insurance and care delivery systems
5. Ability to work independently, manage multiple tasks and use time effectively
6. Moderate+ technology proficiency, including use of laptop computers, cell phone apps and web-based office systems such as Google Drive/Workspace
7. Must be able to document regularly, organize travel efficiently, and track mileage and billable hours
8. Ability to work collaboratively with multiple Care Managers and other WLC staff
9. Active driver's license and clean driving record

WORKING CONDITIONS:

Many of the essential functions of this position are characterized by physical work requiring such physical activities as standing, pushing, pulling, stooping, kneeling, crouching, and reaching. Ability to drive to business-related locations is also required, and providing incidental transportation using your vehicle or a client's vehicle may also be required. Ability to adapt to various living environments and locations. Possible exposure to environmental allergens.

Please note this job description does not constitute a contract of employment and is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Windward Life Care reserves the right to modify job duties or job descriptions.

CERTIFICATION OF APPLICANT:

I fully understand this description and acknowledge that it may be revised by my employer at any time. I represent I am fully qualified to perform the position described and can, with or without reasonable accommodations, perform the essential functions. Please list any accommodation necessary to enable you to perform the essential functions of this position: _____

I understand any misrepresentation, falsification or material omission of information in this certification or my employment application may result in denial of employment or immediate dismissal.

Employee Signature: _____

Date: _____