



Community Care Manager

FLSA Classification: Non-Exempt	Reports to: Community Care Supervisor (CCS)
Status: Full Time	Hourly Wage: \$20.00-\$23.00

PROJECT SERVICE AREA

1. Planning and Service Area I: Counties including Benewah, Boundary, Bonner, Kootenai, Shoshone.
2. Planning and Service Area II: Counties including Clearwater, Idaho, Latah, Lewis, Nez Perce.

PURPOSE

As a Community Care Manager (CCM) your job will be to utilize a person-centered process to assist and connect caregivers with services and resources. This position calls for a highly organized individual who can conduct in-person home visits throughout the project service area and provide ongoing support to caregivers. Excellent communication, interpersonal and relationship-building skills, service coordination and outreach skills are necessary.

Community Care Manager's will be required to work with individuals living in rural communities with Alzheimer's Disease and Related Dementias (ADRD). This position also requires the Community Care Manager to perform duties with a high degree of independence, initiative, and judgment. Community Care Manager's will also provide mentorship to Community Health Advocates, solid support, and leadership.

DUTIES AND RESPONSIBILITIES

1. Conduct home visits and determine caregiver services through project service area.
2. Out-of-town travel for training and staff coverage is required.
3. Input consumer information/documentation accurately and timely into ICOA (Idaho Commission on Aging) approved database system. Recommend update/changes to GetCare.
4. Provide ongoing support to caregiver consumers through personalized care management planning and consumer-direction services to help reduce stress and early burnout.

5. Set up and promote Community Care Program through community presentations, networking, and social media.
6. Initiate and develop partnerships with selected community partners for project.
7. Provide written project and data collection reports for project.
8. Increase education and training for unpaid ADRD caregivers/clients by organizing and/or facilitating:
 - Support groups
 - Powerful Tools for Caregiver Workshops
 - Dementia and Alzheimer's education
9. Communicate and supervise community health advocates.
10. Other duties as assigned.

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required.

Education:

1. Graduation Bachelor's degree (B. A.) required. Emphasis in Social Work preferred.
2. Minimum of two (2) years' experience in service delivery to the disabled and aging populations preferred but required.

Experience:

1. Experience working with Caregivers and basic understanding of Caregiver needs
2. Familiarization of local community resources for Caregivers
3. Some experience in working with projects, managing timelines, and writing reports
4. Experience with supervising staff

Condition of Employment

Employee must successfully complete a criminal background check. Employee must have reliable transportation to be used during working hours and the ability to travel throughout the project service area. Additional state wide travel for training purposes.

Must have a valid Idaho driver's license, a good driving record, and proof of current automobile insurance.

Successfully complete program training and required certificates.

Language Skills

Reads, analyzes, and interprets general business procedures. Writes reports and business correspondence. Communicates effectively both in oral and written form. Effectively presents information and responds to questions from diverse groups. Must possess active listening and interviewing skills; giving full attention to what another person is saying, taking time to understand, ask appropriate questions.

Reasoning Ability

Apply reasonable understanding to carry out instructions furnished in written, oral, or diagram form. Deal with problems and situations involving several concrete variables in standardized situations and develop and implement solutions. Prioritize work time, sequence, and research information to complete work assignments. Interpret different kinds of work situations and make decisions as to the next step or draw conclusions. Must be able to multi-task projects and duties.

Computer and Equipment Skills

Proficiency in the use of a computer and all common office machines required. Ability to work with Microsoft Windows and Office or databases specific to SWIA3. Adequate typing skills are necessary for this position.

Other Skills and Abilities

1. Solid organizational skills including attention to detail and multi-tasking skills
2. Strong written and oral communication skills and the ability to communicate project information to a variety of audiences.
3. Capacity to be proactive, by anticipating needs and always looking ahead.
4. Demonstrate ability to maintain high-level and consistent work ethic in all work-related duties.
5. Strong interpersonal skills to manage a broad range of relationships with care, to read situations well, and to treat others with respect and humility
6. Comfortable in an environment that is flexible and with circumstances that will require a high tolerance for ambiguity.
7. Possessing superb judgment, impeccable integrity, and the maturity to handle sensitive information with care and confidentiality.

ESSENTIAL PHYSICAL ABILITIES

1. Sufficient clarity of hearing, with or without reasonable accommodation, which permits the employee to discern verbal instructions, use a telephone, and communicate with clients, fellow staff, and the public;
2. Sufficient visual acuity, with or without reasonable accommodation, permits the employee to visually assess clients and their environment, comprehend and prepare written work instructions, and maintain case files, documents, and text forms;
3. Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate standard office equipment and to physically assist older citizens when needed;
4. Sufficient body mobility, flexibility, and balance, with or without reasonable accommodations, which permits the employee to work in an office and field environment, including accessing the home environment of clients.

EQUAL EMPLOYMENT OPPORTUNITY

The Southwest Idaho Area Agency on Aging (SWIA3) complies with all Federal and State laws pertaining to Equal Employment Opportunity (EEO). SWIA3 is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, gender, gender identity, sexual orientation, age, or status as a qualified individual with disability.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by employees who are assigned this position. The above statements are not to be construed as an exhaustive list of responsibilities, duties, and skills required of an employee. All employees may be required to perform duties outside of their normal responsibilities from time to time as needed. Nothing above alters the at-will employment at SWIA3.

I have been given a copy of this job description and understand my general responsibilities. I was given the opportunity to ask questions about anything I did not understand.

Employee signature	Employee Name (printed)	Date:
Exec. Director signature	Executive Director Name (printed)	Date:

Contact:
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