



## *Older Adult Center Program @Bronx House*

### ***Job Description***

**Position/Title:** Case Manager/Data Entry

**Location:** 990 Pelham Parkway South, Bronx, NY 10461

**Hours:** Monday-Friday- 9am-5pm (35 hours/ Week)/ fully in person

**Staff reports to:** Director of Older Adult Center

### **Overall Description:**

The case manager delivers case assistance and case management services to all older adults age 60. The case manager is instrumental in furthering Bronx House's mission to enhance the quality of life and independence for older adults as they age in place in their community. The case manager works under the joint supervision of the Program Director and Associate Director.

### **Duties and Responsibilities:**

- Engage older adults in their homes, in the Bronx House offices, and in other community settings to gather information about their strengths, needs, abilities, and preferences
- Assess older adults' presenting problems using a multidimensional psychosocial assessment and the health indicators survey tool
- Partner with older adults to establish a plan of care to address presenting problems
- Implement interventions indicated by the plan of care, including benefits and entitlements, advocacy, referral to community resources, problem-solving, and supportive contact
- Maintain regular contact with older adults to ensure timely follow-up to presenting problems
- Update older adults' contact information, consents, and assessment data on an annual basis
- Evaluate older adults' plan of care to ensure that the services provided are effective
- Participate in case conference and bi-weekly team meetings with program staff
- Provide regular updates to the Program Director about older adults' presenting problems
- Respond to crisis situations as appropriate
- Answer incoming telephone calls and greet older adults as they come into the Older Adult Center office

- Document all services provided to and on behalf of clients in the electronic database via detailed case notes and submit monthly worker logs
- Maintain confidentiality of all client information and adhere to the New York City Department for the Aging policies and professional standards of conduct
- Attend monthly Old Adult Center Meetings and trainings with outside agencies as needed
- Follow all agency policies and procedures in regards to the safety guidelines of the Covid-19 pandemic
- Enter statistical information in STARS/ Peer Place
- Other duties as assigned

**Performance Target:**

The Case Manager is expected to deliver at least 1500 hours of case management and /or Case information services each program year (an average of 5 hours each program day).

**Supervisory Responsibilities:**

None

**Qualifications:**

- BSW REQUIRED
- Must be able to read, write and speak English, Bilingual is a plus
- Knowledge of older adult issues strongly encouraged
- 1 year of case management experience in an older Adult Center is required
- Strong interpersonal and organizational skills
- Excellent written and verbal communication skills
- Weekend and holiday work is required from time to time