



Care Coordination Manager

Job Description – October 2018

Reports To:	Director of Programs
Category:	Full-Time
FLSA Status:	Exempt
Approved Date:	October 2018

Position Summary

This position is responsible for coordinating and implementing supportive services for older adults. It is the responsibility of the Manager to build processes to deliver appropriate case management, referral services, and social service coordination. This position requires demonstrated experience in coordinating community services, program planning, effective interpersonal skills, and active team participation. The Manager reports to the Director of Programs and provides support to promote and enhance the social well-being, health and independence of older adults. Bachelor's degree is required with 3 to 5 years experience.

Education and Experience

Bachelor's Degree from a four-year college or university in social work/gerontology, human services, public health, and psychology with related course work in social service fundamentals required. Licensed social worker in the state of Texas preferred but not required, with 3 to 5 years of postgraduate experience.

Essential Duties and Responsibilities

1. Manage the overall coordination of older adults to resources to address their self-reported and assessed needs and risks. These resources may include activity center programs, addressing benefits screening and enrollment, fall prevention (A Matter of Balance), and chronic disease or diabetes self-management (HealthForMe).
2. Facilitate enrollment of activity center participants and other older adults in appropriate federal, state and local services.
3. Develop and implement supportive service programming, including community-based services, in collaboration with older adults, management, and local community service providers.
4. Manage participant referrals from activity center directors and monitor follow-up/status.
5. Maintain a tracking system and appropriate documentation on referrals.
6. Identify and develop opportunities to enhance resources for activity center participants through federal programs and community partnerships and program development.
7. Work with Director of Programs to actively seek and develop proposals for funding of supportive services.
8. Collect data, manage records and database, and report program performance monthly, as required by departmental leaders and funders.
9. Coordination of large residential events in collaboration with Residential Management Company.
10. Coordinate with Center Directors on 5 educational/wellness activities per month.
11. Assessment of older adults' physical, psychosocial needs and health risks to facilitate referrals to

appropriate resources.

12. Under the leadership of the Director of Programs participates in Student Internship Program and volunteer engagement, which may include development of training materials and curriculum.
13. Monitors and ensures the completion of appropriate training for staff, volunteers and interns, including Health Insurance Portability and Accountability Act (HIPPA) training, Fair Housing Training, and other trainings as assigned.
14. Document and maintain records on volunteer impact and performance of student interns that are part of the Internship Program.
15. Other duties as assigned.

Job Knowledge, Specifications, Skills, and Abilities

Advanced experience with program planning, implementation, and evaluation. Ability to relate to older adults and their concerns. Must possess strong interpersonal and communication skills; problem solving skills, ability to organize and manage program procedures, and detail-oriented, Skills in preparing and presenting reports. Management experience preferred. Completion of training requirements of partnering schools may be required to supervise interns. Must be self-directed and possess good time management. Bilingual English/Spanish is preferred, but not required. Valid Texas driver's license and must be willing to use personal automobile for agency business.

Internal and External Communication

Internal contacts include daily email, phone, and personal communication with staff members, Board members, volunteers, and interns. External email, phone, and meeting contacts with other leaders of groups in the field of aging, funding sources, community leaders and participants.

Supervisory Responsibilities

Supervises program staff, volunteers and interns.

Certificates, Licenses, Registrations

Must have own transportation and a valid Texas driver's license. Must be willing to use one's personal automobile for agency business.

Consequence of Errors

Errors could result in loss of productive time, dissatisfaction, and loss of clients, volunteers, funding sources, and/or supporters; financial loss for the agency; damage to agency's reputation; and possible lawsuit against the agency.

Exposure to Confidential Information

Access to client, volunteer, and intern personal information and to funding resources information. Unauthorized release of information could result in dissatisfied clients or volunteers, loss of funding, and possible lawsuit against the agency.

Physical Demands

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

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions. An ability to work in a fast-paced and demanding environment is essential.

Equal Employment Opportunity

Sixty & Better provides equal employment opportunity to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, or any other characteristic protected by federal, state or local law.

Please send resumes and cover letters to: Brandy L. Taylor, Director of Human Resources, 1400 Circle Drive, Suite 300, Fort Worth, TX 76119; or email: btaylor@sixtyandbetter.org.

No calls or walk-ins will be accepted.