**Position Title**: Geriatric Care Manager, Serving Older Survivors Program

**Organization**: Jewish Family Service of San Diego

**Position Type**: Part Time (29.5 hours per week), non-exempt

**Pay Rate:** $25- $26.40 per hour

**Standardized Benefits**: This full time position includes a 401(k) plan, medical, dental and vision coverage, flexible spending accounts, life insurance and generous holiday benefits.

**Position Overview**:

This position of Geriatric Care Manager provides services to low income Holocaust survivors (averaging 27 hours/week) through the Serving Older Seniors Survivor program (SOS) and averaging 3 hours/week in Care Management also primarily with Holocaust survivors. The worker provides crisis, short-term and long term support and service coordination. A significant percentage of the job involves entering and using detailed information in data base tracking systems. Tasks include implementation of six socialization programs, and working with a Holocaust Survivor Advisory Committee.

**Position Expectations:**

The Care Manager uses JFS’ and Claims Conference’s forms and systems to document the survivor’s Holocaust history to determine eligibility, assess needs, develop and implement a comprehensive care plan and coordinate services including developing links with a continuum of services and agencies. The Care Manager provides ongoing advocacy and client monitoring and maintains up-to-date client records and program statistics. The Care Manager also provides Holocaust related information including eligibility and benefits to community members. Tasks include planning and implementing six socialization programs per year for Holocaust survivors and four quarterly meetings of the Holocaust Survivor committee, and maintaining contact with the members of the committee for approval of requests for financial assistance.

1. Documentation:

* Care Manager is responsible for entering touchpoints of contacts with and for the clients in the electronic database Efforts to Outcome (ETOi), which will include every activity the Care Manager performs; with 98% accuracy required.
* All documentation and record-keeping to be completed in appropriate time frame 90% of the time including assessment, care plans, self-sufficiency matrix (SSM), ongoing touchpoints, semi-annual reviews, termination, and mandatory reporting, as evidenced by periodic quality assurance reviews. This includes both ETOi and Claims Conference Diamond database.
* All client touchpoints to be entered into ETOi by the 1st working day of the subsequent month 100% of the time, (e.g. All December entries into ETOi by January 1st.)
* Review all cases with supervisor on a quarterly basis 90% of the time; clients with crisis to be discussed with the Director of Care Management within one working day.
* All new clients will be contacted to schedule for a home visit within two days of having received the referral.
* Time sheets submitted online and mileage forms completed and submitted to supervisor according to schedule 95% of the time.

2. ClientRecords:

* All client records must be comprised of all required forms 100% of the time, unless documentation indicates a special circumstance explaining why it was impossible to complete.

3. Case Aides:

* Coordination of services of the Case Aides who provide assistance in serving clients, particularly providing transportation to doctors and events. Staff member provides training for trauma informed care, reviewing e-mails to family members and collateral contacts and their notes in ETOi.

4. Confidentiality:

* Client must sign a "Release of Information" prior to any information relative to the client being discussed with anyone outside the employment of the agency 100% of the time (APS and life endangerment-- Turkoff --excluded).

5. Quality Assurance:

* Client Satisfaction Survey will be mailed to clients or family when existent every six months and at the conclusion of services and reviewed by supervisor 100% of time. The Care Manager will receive feedback from these forms.

6. Plan socialization programs (Copley Café) 6 times/year –

* Planning including determining location and entertainment, designing and sending out invitations, arranging transportation and lunch, volunteers, and following up with thank you’ s, client notes and statistics.

7. Holocaust Committee meetings – one each quarter

* Working with the Director of Care Management arrange for quarterly meetings for the committee, including reserving room, agenda and minutes.

8. Represent JFS at the Community Holocaust Observance planning meetings.

9. Additional assignments, as appropriate

**Required Education and Experience:**

* Master's Degree in Social Work or related field.
* 3+ years of working with the elderly providing direct services in the community
* Valid driver's license; dependable accessible transportation that can be used to transport clients, current auto insurance and clean DMV record.

**Required Skills and Abilities:**

*Job Specific:*

* Trauma-informed regarding the issues of Holocaust survivors
* Experience working with the elderly, particularly those with PTSD
* Significant familiarity with Jewish history, traditions and culture.

Language Skills:

* Excellent spelling, grammar and written communication skills
* Excellent telephone and oral communication skills
* Ability to read and interpret documents such as e-mails, general clerical documents, safety rules, instruction booklets and manuals
* Ability to write well (e.g. e-mails to staff, clients and family and community partners, touchpoints in ETOi, and meeting minutes.)

Mathematical Skills:

* Ability to add, subtract, multiply, and divide all units of measurement using whole numbers, common fractions and decimals
* Ability to analyze data

Reasoning Skills:

* Ability to apply common sense understanding to carry out instructions or in making decisions.
* Ability to deal with problems involving several variables.

Computer Skills:

* Proficiency in Word, Excel and Outlook
* Ability to learn and use systems such as ETOi and Diamond (the Claims Conference system)
* Ability to write clear concise e-mails and use Internet-based programs for recording client information and completing timesheets.

**Contact Information**

To be considered, please email your cover letter (including salary requirement) and resume to [resume4321@jfssd.org](mailto:resume4321@jfssd.org). Please, principals only. Please, no follow-up phone calls or emails.

**About Jewish Family Service of San Diego**  
Jewish Family Service of San Diego is a client-centered, impact-driven organization working to build a stronger, more resilient community.  For nearly 100 years, Jewish Family Service has been a trusted resource for the entire community, offering an array of services that are always life-changing, and often life-saving.  At Jewish Family Service, we believe our employees are the backbone of our Agency.  We strive to ensure that each employee is treated with dignity and respect.  Our goal is your success.  Come work at JFS and be our partner in *Moving Forward Together*.  To learn more about JFS, please visit jfssd.org.