

Care Coordinator

Mission

ElderHelp provides personalized information and services that help seniors remain independent and live with dignity in their own homes.

Values

Compassion ~ Integrity ~ Community ~ Accountability ~ Respect ~ Excellence

POSITION SUMMARY

The Care Coordinator is responsible for providing geriatric case management to seniors. The Care Coordinator has a strong knowledge of community-based resources and uses this knowledge to help their client navigate complex systems. The Care Coordinator carefully assesses client needs and develops a Care Plan to help promote client self-determination and assist them in achieving their goals. Part of this assistance includes supporting ElderHelp's Volunteer Services ensuring clients are linked to the services they need.

REPORTS TO

Care Coordination Manager

ESSENTIAL FUNCTIONS

Care Coordination

- Completes thorough, telephonic intakes to assess caller's needs and determine eligibility into ElderHelp's programs or refers appropriately to outside community resources
- Provides short-term case management to clients offering comprehensive assessments while visiting clients in their homes
- Develops care plan for clients linking them to trusted referrals, working with families and/or other service providers as needed
- Maintains accurate and timely case notes and statistical data
- Completes stats and reports according to policies
- Adheres to the NASW Code of Ethics
- Adheres to ElderHelp's Care Coordination Policies & Procedures

Volunteer Services

- Provides support to the Volunteer Services Team working collaboratively to coordinate volunteer-based services for clients
- Assists with in-home match visits connecting clients and volunteers

- Works with Volunteer Services Manager to mediate any conflicts that should arise between volunteers and clients
- Assists Volunteer Services Manager with volunteer vetting process including interviews, background checks, and reference checks
- Helps at volunteer orientations as needed
- Coordinates volunteers and clients for group activities/outings

General

- Attends biweekly case conference meetings to collaboratively approach problem solving and resource sharing with the team
- Maintains a positive attitude and abides by ElderHelp's values
- Participates, as needed, in outreach activities and other events that help promote ElderHelp
- Professionally represents ElderHelp during events and while out in the community
- Provides programmatic coverage as needed
- Other duties as assigned

MINIMUM QUALIFICATIONS

Bachelor's Degree in Social Work, Psychology, Gerontology, or related field required. A minimum of 2 years' experience providing similar services to seniors or related populations. Candidate must have excellent communication and interpersonal skills, and be detail oriented. The ideal candidate must be able to prioritize client needs through timely and efficient intervention methods. Bilingual (English/Spanish) preferred.

SALARY

This is a fulltime, hourly position offering \$16-\$19/hour depending on experience plus benefits.

HOW TO APPLY

Submit cover letter and resume to Claudia Gavin at cgavin@elderhelpofsandiego.org by January 18th, 2019. Resumes submitted without a cover letter will not be considered. No phone inquiries please.

This Job Posting is intended to describe the general nature and level of work being performed. It is not meant to be construed as an exhaustive list of all responsibilities, duties and skills required by this job classification.

ElderHelp of San Diego is an equal opportunities employer that values diversity in its many forms. ElderHelp does not discriminate in its employment practices or policies on the basis of race, color, creed, ethnic or national origin or ancestry, age, gender, religious beliefs, sexual orientation, veteran status or disability.