



Job Description – Care Manager

TITLE: Care Manager (bi-lingual preferred)
CLASSIFICATION: Salaried-Non-Exempt
SUPERVISOR: Executive Director

Position Vision

To help position Brazos Bend Guardianship Services(BBGS) as the premiere local guardianship program in Fort Bend and surrounding counties.

Position Responsibilities

The Care Manager performs the following:

- Meet with assigned wards a minimum of once a month or more often if necessary.
- Document and maintain accurate case records and other required forms
- Conduct initial and ongoing assessments to determine service needs of clients
- Develop, implement and monitor a Care Plan for each assigned client
- Provide advocacy for individual clients
- Compiles records and prepares required reports
Maintain ongoing relationships with service providers, family members, social service agencies, medical staff and courts to help provide the needed services for assigned clients
- Follow all policies and procedures of Brazos Bend Guardianship Services which include the Texas Judicial Branch Certification Commission's Minimum Standards for Certified/Provisionally Certified Guardians
- Monitor program volunteers on assigned case load.
- Assist with all of BBGS Programs as needed.
- Attend conference and trainings as required to obtain and maintain certifications
- Apply for benefits on behalf of assigned wards
- Make decisions for wards based on informed consent and using Substituted Judgment or Best Interest Philosophies while at the same time allowing a ward to make as many decisions for themselves within their abilities.
- Other duties as assigned

Knowledge, skills and abilities

- *Customer Focus* –Is dedicated to meeting the expectations and requirements of program participants and volunteers; gets first-hand customer information and uses it for improvements in programs and services; establishes and maintains effective relationships with participants and gains their trust and respect
- *Interpersonal sense* – Relates to all kinds of people, builds appropriate rapport, listens, builds constructive and effective relationships, uses diplomacy and tact, and values people, can diffuse even high tension situations comfortably.

- *Priority Setting* – Spends his/her time and the time of others on what’s important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates road blocks; creates focus.
- *Compassion* – Genuinely cares about people; is available and ready to help; demonstrates real empathy with the joy and pains of others.
- *Problem Solving* – Solves difficult problems with effective solutions; asks good questions and probes all fruitful sources for answers; can see underlying or hidden problems and patterns; is excellent at honest analysis; looks beyond the obvious and doesn’t stop at the first answers
- *Understanding others* – Listens carefully to understand various points of view, whether or not he/she agrees; suspends judgment until others have had their say; can clearly state opposing views of others even if he/she doesn’t accept them; accepts diversity in others; can predict what others will say or do across different situations.
- *Volunteer Management* – Understands that volunteers are giving of their time and are seeking a satisfying program experience. Understands volunteer’s motivations and the need for ongoing supervision.
- *Detail Oriented/Organized* – Able to accurately obtain and record the needed information for program participants as they are coming into the program and when they’ve been accepted into the program.
- *Communication skills*-Must have strong oral and written communication skills
- *Takes initiative* – Must be a self-starter and take initiative

Proficiency in the use of computers for:

- Word processing
- E-mail
- Internet
- Web based case records

Qualifications

Education

- Bachelor’s degree in social services or related field required.
- Obtain state guardianship certification to be able to serve as legal guardian for assigned wards

Experience

One – two years of experience in a social service setting is preferred. Preference is given to those who have experience working with adults in settings such as: Mental Health Mental Retardation, hospitals, nursing homes, or Adult Protective Services

Working Conditions

- Care Manager will spend the majority of their time in the field with clients which will take them to non-standard workplaces.

- Care Manager will work an average of 40 hours a week, and have the flexibility to work day time and evening hours and on the week-end.
- Care Manager understands that being notified by client facilities during non-standard work hours is part of the position.
- Must have valid driver's license and reliable transportation to make required in person visits with clients
- Must have personal cell phone

Physical Requirements

- Requires prolonged sitting, some bending, stooping and stretching.
- Requires eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator and other office equipment.
- Requires normal range of hearing and eyesight to record, prepare and communicate appropriate reports.
- Requires lifting papers or boxes up to 50 pounds occasionally.
- Work may be stressful at times. Contact may involve dealing with angry or upset people and individuals with various types of mental and physical disabilities. The job also entails end of life decisions and death of clients.

My signature below acknowledges that I have read the above job description and agree that I can perform the responsibilities and meet the requirements as presented. I understand this job description provides a general outline of job responsibilities and requirements and is not intended to be all-inclusive. I also understand that job responsibilities and requirements may change at any given time based on organizational needs.

Printed Name _____

Signature

Date