



Job Description – Care Manager

TITLE: Care Manager
CLASSIFICATION: Salaried - Exempt
SUPERVISOR: Program Director

Position Vision

To help position Brazos Bend Guardianship Services 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 Treatment 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
- Be willing to follow all policies and procedures of Brazos Bend Guardianship Services which include the Texas Guardianship Certification Boards Standards to Operate a Guardianship Program
- Monitor program volunteers for the Corporate Guardianship Program
- Match volunteers with clients
- Attend conference and trainings as required to obtain and maintain certifications
- Apply for benefits on behalf of assigned wards and keep benefits current
- Make decisions for wards based on informed consent and using Substituted Judgement 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 volunteers' 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 have been accepted into the program. Accurately
- *Presentation skills* – Is effective in a variety of formal presentation settings; one-on-one, small, and large groups; is effective both inside and outside the organization; can manage group process during presentation.
- *Communication skills*-Must have strong oral and written communication skills

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 and national guardianship certification to be able to serve as legal guardian for assigned wards

Experience

One year 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, Intellectual Disabilities, hospitals, nursing homes, or Adult Protective Services

Working Conditions

- Care Manager will usually work in an office environment, but the mission of the organization will take them to non-standard workplaces.
- Care Manager will work a standard work week, but additionally will often be on call during the evenings and weekends.

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.

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