



Job Description & Classification Specification Lewis Mason Thurston Area Agency on Aging

Resource Manager

FLSA Status: Overtime Eligible/Non-Exempt
2019 Salary Range: \$3,837 - \$5,106
Reports To: Access Services Supervisor
Supervisory Responsibilities: No

JOB OVERVIEW

The Resource Manager maintains a Family CareGiver case load in the Mason County Office. The position works closely with families and Caregivers to determine the need and available resources. Additionally, the position provides education, outreach and training to individuals and the community. The position is supervised by the Access Services Supervisor.

ESSENTIAL JOB FUNCTIONS & RESPONSIBILITIES

Direct Services

- Provides pertinent information about community resources to family caregivers over the telephone, in person or in-home, as well as in community settings.
- Screens to determine unpaid family caregiver need and eligibility and presumptive eligibility for MAC/TSOA services, coordinates with Home and Community Services according to the Warm Handoff Protocol (WHO).
- Provides assistance to family caregivers in obtaining appropriate services or benefits, including assistance with forms, advocacy, supportive counseling, service referral and follow up.
- Completes evaluation of caregiver using web based proprietary assessment tools assess caregiver burden and determine appropriate strategies and services based on caregiver responses.
- Through in-home, office or phone consultation and person centered counseling assists family caregivers to develop an appropriate plan to meet their needs.
- Manages caseload for both FCSP and MAC/TSOA programs.
- Staffs cases as needed with Supervisor, LMT employees and partner agencies.

Works with other provider agencies to coordinate client services and resolve client problems

Training and Education

- Delivers training and support activities to caregivers, families and communities through evidenced based curriculums such as Powerful Tools for Caregivers and Advance Care Planning.
- Provides basic education to care givers and families, in brain physiology, normal aging processes and dementia.
- Becomes proficient in other curriculum and training as needed.

Agency Core Functions

- Follows WACs and ALTSA Policies.
- Follows agency and program Policies and Procedures.
- Develops, maintains, and communicates knowledge of ProviderOne, BARCODE, CARE, TCARE, CLC GETCARE, and other computerized systems. Reviews reports.
- Participates in meetings and trainings as required or appropriate.

SUPERVISION

This position does not have any supervisory responsibilities.

CORE COMPETENCIES & JOB REQUIREMENTS

- Ability to understand written and oral communications and communicate at a level sufficient to perform the essential functions of the position.
- Ability to communicate effectively in the English language, both in writing and orally, using proper English sentence construction, punctuation, and grammar.
- Ability to pass background checks.
- Ability to understand and abide by federal, state, and local rules, regulations and guidelines pertaining to State core, and other commonly used services.
- Demonstrated skills in interviewing, objective analysis, problem solving, and documentation of abilities.
- Ability to organize and manage own workload in an efficient and effective manner.

- Ability to learn and master new job responsibilities including web based care management tools, record keeping and emergent concerns.
- Current automobile insurance and a car available for work-related travel.
- Ability to work effectively, both independently and as a member of a team; to use sound judgment and tact in dealing with clients and members of the public and in interpreting regulations, policies and procedures.
- Successfully pass a background check according to DSHS/ALTSA and agency policies
- Provides input regarding system issues, barriers to service and service gaps.
- Provides backup to other staff as needed and/or requested.
- Participates in the training of other staff as required.
- Performs other related job duties as assigned.
- Works under general supervision, handling many details on own initiative and deciding appropriate actions within rules, regulations, established guidelines and procedures.

EDUCATION & EXPERIENCE MINIMUM

BA in behavioral health, or social services with at least 2 years' case management experience in a social service setting.

PREFERRED EXPERIENCE*

MA/MSW and 2 years' experience in care or case management in a social service setting

Experience in social work, family therapy, mental health counseling or gerontology and TCARE or Medicaid case management.

CERTIFICATES & LICENSES

Has or can obtain within 15 days of employment a current and valid Washington State Driver's License.

WORKING CONDITIONS

Work is performed indoors in an office environment, usually weekdays between the hours of 8:00 AM and 5:00 PM. Travel is required within Lewis, Mason and Thurston counties and occasionally to other parts of the state.

LMTAAA office is a non-smoking environment.

DISCLAIMERS

The statements contained herein reflect general details as necessary to describe the essential functions and core competencies of this position, the level of knowledge and skill typically required and the scope of responsibility. This job description, while comprehensive, should not be considered an all-inclusive listing of work requirements or tasks. Individuals may perform other duties as assigned.

LEWIS MASON THURSTON AREA AGENCY ON AGING IS AN EQUAL OPPORTUNITY EMPLOYER AND IS COMMITTED TO WORKING WITH ITS EMPLOYEES TO REASONABLY ACCOMMODATE THEM WITH THE PHYSICAL ASPECTS OF A POSITION. QUALIFIED APPLICANTS ARE CONSIDERED FOR EMPLOYMENT WITHOUT REGARD TO RACE, CREED, RELIGION, COLOR, AGE, SEX, NATIONAL ORIGIN, MARITAL STATUS, VETERAN STATUS, SEXUAL ORIENTATION, OR THE PRESENCE OF ANY SENSORY, MENTAL OR PHYSICAL HANDICAP.