



Brunswick Senior Resources, Inc.  
Making a Difference

## Case Manager

BSRI  
P.O. Box 2470  
Shallotte, NC 28459  
910-754-2300

**Salary Range: \$38,000 - \$47,500**

### Job Description

#### Job Purpose

A Case Manager serves as a point of access in the community by providing quality and responsive services to older adults and their families; facilitates outreach and education events promoting the well-being and autonomy for older adults; and advocates on behalf of older adults. A Case Manager assesses needs and links individuals with the most appropriate services; acts as a community liaison between client, family and multiple community organizations; and coordinates home visits engaging and assisting families in the process of planning for older adults.

#### Responsibilities:

- Makes home visits to determine the eligibility of services for the Home Delivered Meals program (HDM) and completes HDM assessments; positively interacts with participants; completes paperwork, enters information in Servtracker and schedules meal delivery.
- Makes home visits to determine continuation of services for the HDM every six months and completes HDM reassessments; positively interacts with participants; completes paperwork and enters information in Servtracker.
- Makes home visits to determine the eligibility of services for the Family Caregiver Support program (FCS) and completes the FCS assessments; positively interacts with participants; completes paperwork and enters information in Servtracker.
- Assessing participant needs by identifying, making referrals, and coordinating services which are necessary for empowering the participant to remain in the home; complete the Information and Assistance Log for each need; follow up with the participant for programs and services not offered on-site; document the follow-up and all correspondence with participants in Servtracker.
- Facilitate support groups; guide support group members in a healthy and purposeful discussion that will help them address the issues for which the group is designed.
- Provide information and raise awareness for aging and disability-related issues by giving presentations at the centers and sites and in the community at large.
- Assists in the planning, coordinating, publicizing, marketing and execution of programs, special events, special projects, fundraisers, and outreach events.
- Assists the Director of Case Management in strategic and program planning, program design and implementation, and other program development activities.
- Serve on aging and disability-related network groups and committees.
- Actively support BSRI's mission statement and adhere to policies and procedures.

#### Other Responsibilities:

- Working knowledge of principles and practices related to the area of assignment; applicable local, state, and federal statutes; community resources; funding eligibility.
- Assists in preparing and processing correspondence, reports, grants, data materials and other documents.
- Assists Nutrition Coordinators with HDM's no-shows, route issues, creating new routes, volunteer complaints and concerns.
- Document and maintain necessary ServTracker entries of participants' involvement in all programs and services except for Senior Center operations.

## Case Manager

- Assists in establishing strategies to mitigate natural disasters and hazards; prepare for and respond to emergencies, and recover from effects.
- Assists in teaching and training employees, interns, volunteers, clients, and families.
- Maintain Notary Public certification.
- Performs other related duties as assigned or requested.

### Qualifications:

- A minimum of a Master's Degree in human services, social work, or gerontology preferred with at least two years of related program experience; or a Bachelor's Degree in human services, social work, or gerontology preferred with at least four years of related program experience.
- Have a working knowledge of primary computer skills, i.e., Excel, Word, Outlook, and Publisher.
- Customer service and communication skills are required.
- Ability to perform duties requiring standing for extended periods and lifting up to 25 pounds as needed for program operations.
- Ability to deal with complex issues, attention to detail, high energy level, self-motivation, and multi-tasking.
- Maintain flexibility in scheduling; must be available to work weekends, holidays, and some evenings; overnight travel is required for training and program development.
- Valid North Carolina Driver's License and access to a vehicle are required.
- Must pass pre-hire background and drug screenings and agree to random drug testing during employment.

### Competencies & Skills:

- Written Communication - Writes clearly and concisely; Edits work; Presents data effectively; Able to read and interpret written information.
- Oral Communication - Speaks clearly and persuasively; Listens and gets clarification when necessary; Responds informatively to questions; Participates in meetings.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes tasks.
- Professionalism – Demonstrates ethical and professional behavior; Approaches others politely and tactfully; Maintains composure and reacts well under pressure; Treats others with respect and consideration; Accepts responsibility for own actions; Follows through on commitments.
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance.
- Teamwork - Inspires and motivates others to perform well; Values principles of relationship-building and inter-professional collaboration; Effectively influences actions and opinions of others; Accepts feedback from others.