



JOB TITLE: Registered Nurse Case Manager
ORGANIZATIONAL UNIT: Senior Services-Intensive Case Management Program
STATUS: Full-time, non-exempt (40 hours per week)
REPORTS TO: Director of Senior Services

Job Summary:

Provide medical advocacy to senior clients in the community to empower them to age in their own homes, avoid institutionalization, and prevent hospitalizations. Carry out health assessments, health education, medication reconciliation, and intervention-based case management to clients. Work as a team with the Social Worker Case Manager and Licensed Vocational Nurse Case Manager to coordinate care for intensive clients with complex needs. Provide transportation, advocacy, and communication support for the client's medical and service provider appointments. Manage and maintain documentation/reporting of services through various databases. Participate in program outreach activities and presentations as needed. This is a grant-based position.

Duties and Responsibilities:

1. Conduct comprehensive bio-psycho-social assessments, including blood pressure tracking, nutrition risk assessments, fall risk assessments, and medication assessment.
2. Coordinate with the Intensive Case Management team to develop individualized case plans and initiate interventions to achieve the clients' health/wellbeing goals.
3. Provide acute and chronic health condition education to clients, including how to manage conditions at home.
4. Develop knowledge of local community resources in order to refer clients as appropriate.
5. Perform phone calls, emails, faxes, client home visits, office visits, and offsite visits for case plan follow-up.
6. Provide transportation and advocacy to medical appointments/interactions or service provider appointments/interactions.

7. Collaborate with the client's support network, including their healthcare team, family, friends, caregivers, powers of attorney, and other authorized entities, in order to meet case plan goals.
8. Manage client caseload including opening new clients, monitoring established clients, and transitioning/closing cases as appropriate.
9. Maintain timely and accurate client case record documentation on written documents, in electronic Excel sheets, and in the online Salesforce database, with oversight from the Senior Services Program Director.
10. Assist the Senior Services Program Director in generating reports to review program outcomes, and in reapplying for the program's annual grant renewal.
11. Participate in outreach activities and presentations targeted to seniors with medical needs in the community.
12. Other duties as may be assigned by the Senior Services Program Director.

Requirements:

1. Bachelor of Science in Nursing (BSN) or Master of Science in Nursing (MSN). Must be a Registered Nurse with an active California license.
2. At least one year of experience in working with older adults or providing services to other at-risk populations. Have an interest in working with older adults.
3. Excellent time management skills. Ability to work independently and with a team to manage workflow, triage priorities, handle multiple projects, and meet deadlines.
4. Excellent interpersonal, listening, and negotiating skills. The ability to manage professional relationships with a diverse range of people, and the ability to respond appropriately to sensitive situations while upholding proper confidentiality. The ability to maintain a positive, patient, and calm demeanor, and a willingness to foster a positive team spirit with colleagues.
5. Good computer skills and experience with Microsoft Office (Word, Excel, Outlook, PowerPoint), Google Apps (Gmail, Google Calendar), and database programs (Salesforce).
6. Outstanding verbal and written English communications skills.
7. Ability to lift items weighing 25 lbs. (such as walkers and wheelchairs).
8. Possess a valid California Driver's License, automobile, and automobile insurance. Have a clean driving record. The ability to transport clients as needed.

Note: Duties and responsibilities shall include the principal functions of the job. The job description shall not be construed as an employment contract or as a complete listing of all miscellaneous, incidental or other duties which may be assigned during normal operations.

Please send resumes to Alicia Herrick, Senior Services Program Director, at aherrick@csacares.org