

**Oak Park Township**  
**JOB DESCRIPTION**

CLASS. TITLE:	Senior Services Case Manager	
DEPARTMENT:	Senior Services	FLSA: Non-Exempt
DIVISION:	Town	DATE: 07/03
REPORTS TO:	Senior Services Case Management Supervisor	

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**Job Summary**

The Senior Services Case Manager is responsible for comprehensive assessment of the needs of the senior citizen client in an effort to ensure that the client needs are met and the client is able to live independently in the community as long as possible.

**Essential Job Functions**

1. Provides coordination and management of services to senior citizen client in the elder abuse, Community Care, and geriatric case management programs.
2. Assesses client needs according to program standards, develops a comprehensive, written plan of care and arranges and coordinates services as required.
3. Provide clients with information regarding available services, allow clients to voice grievances without discrimination or reprisal, maintain client confidentiality and respect client property.
4. Coordinates client services and advocates for the client with other providers related to the clients including community based service vendors, nursing homes, hospitals, families and public aid..
5. Maintains complete, accurate and timely case records and time logs.
6. Provides information and makes referrals to resources that may benefit a senior citizen if they are not interested or cannot utilize services provided by Oak Park Township.
7. Provides counseling and makes referrals for follow up counseling services.
8. Provides crisis management services and refers possible cases of elder abuse for investigation.
9. Provides backup for client intake as necessary.
10. Maintains and applies current knowledge of applicable regulations and standards.
11. Attends meetings and various training seminars and conferences as required.
12. Performs other duties as assigned.

**Material and Equipment**

- Miscellaneous office equipment; i.e. – computer, fax, phone, copier, etc.

**Minimum Qualification**

**Education and Experience:**

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- Bachelor's degree in social work or other human service field, or a registered nurse and at least one (1) year of experience in service provision to older persons such as assessment, provision or authorization of formal services for the elderly.

The qualifications listed above are guidelines. Other combinations of education and experience, which could provide the necessary knowledge, skills, and abilities to perform this job, may be considered.

**License(s) and Certification(s):**

- Illinois Department on Aging CCP Case Manager Certification
- Valid Illinois Driver's License and liability insurance
- Illinois Department on Aging and State of Illinois Elder Abuse and Neglect Programs

**Knowledge, Skills, and Abilities**

**Knowledge of:**

- Title III, Medicaid, Medicare, the Community Care Program, Social Security (SSI/SSDI) and other community services.
- Social, psychological and physiological aspects of aging.
- Conducting comprehensive assessment, service plan development and follow up.
- Protective services identification and resources.
- Computer systems including hardware and basic software programs.

**Skill In:**

- Objectivity.
- Verbal and written communications.
- Public speaking and interpersonal relations.
- Data input and report generation.
- Handling potentially dangerous situations.

**Ability to:**

- Maintain professional composure and take action when confronted with difficult situations.
- Adapt and improvise in a variety of situations.

**Physical Abilities:**

- Sit, keyboard, read, write, hear and speak for extended periods.
- Lift up to 10 pounds.

The above statements are intended to describe the general nature and level of work being performed by employees assigned this classification. They are not to be construed as an exhaustive list of all job duties or roles performed by personnel so classified. It is as well intended to be compliant with the Americans with Disabilities Act.