



## Case Manager – Resources for the Third Age

**Reports to:** Director of Resources for the Third Age  
**Status:** Exempt, Permanent, Full-time. Benefits eligible after probation period.  
**Hours:** Monday – Friday, 8:30am – 4:30pm  
**Compensation:** \$36,000 - \$39,000 annually

### Description

St. Mary's Center is a community of hope, justice, and healing that serves at-risk seniors and preschoolers in the heart of Oakland. We strive to improve quality of life through counseling, shelter, nutrition, advocacy and social support. SMC is a member of All Together in Dignity: Fourth World Movement, a global movement to overcome poverty. Staff has travelled to the United Nations to present research. UCSF chose SMC to be the site of important research on the health impacts of homelessness. SMC received the San Francisco Foundation's Oakland Opportunity Award for \$2 million, dedicated for construction of new housing opportunities in a community development strategy. We are proud of an excellent staff team delivering high-quality services to people in great need. Charity Navigator has given SMC a 4- star rating for fiscal management and integrity for six consecutive years.

For more information, visit our website at [www.stmaryscenter.org](http://www.stmaryscenter.org).

### POSITION SUMMARY

St. Mary's Center RTA Case Manager works with clients through the Resources for the Third Age team to secure and maximize the benefits of independent living and community for seniors. The Case Manager helps improve the psycho-social, health and nutritional outcomes for seniors experiencing challenges in performing daily activities. The Case Manager conducts comprehensive assessment of client needs, creates individual care plans, coordinates resources (including authorizing payments) and periodically updates and revises care plans. Accountability and documentation are critical to our success, and this role requires careful attention to detail as well as human services. A proactive position, this staffer reports to the RTA Program Director and may work closely with the Senior Homeless Services clinicians, and program team members to accomplish goals.

### PRIMARY AREAS OF RESPONSIBILITY

#### Direct Client Service (35%)

- Manage a caseload of 35-45 cases to ensure at least 29 unduplicated clients are served annually
- Meet face-to-face with clients in their homes to complete initial intake and conduct a comprehensive assessment of clients psycho-social, health and nutritional needs (when possible and/or appropriate, meet with family members or caregivers)

- Ensure regular contact and follow-up in person or via telephone to build relationships of trust and support, initially within one week of first contact and at least monthly thereafter

### **Care Plans and Coordination (30%)**

- Create and implement individualized care planning to coordinate services from aligned programs including Friendly Visitor, Medication Management, Representative Payee, Senior Injury Prevention, or Housing Clinic as appropriate
- Identify available/eligible resources, secure authorization/arrangement, and monitor service provision and continuity
- Serve as a Liaison to medical/health care providers, food banks, legal assistance, transit and other agencies
- Participate in case conferences or service coordination with providers as appropriate
- Periodically (but no less often than every six months) re-assess and revise client care plans, ensuring quality documentation and communications

### **Data and Documentation (20%)**

- Under direction of RTA Program Director, maintain accurate case management files to meet Agency requirements as directed
- Comply with State and Federal requirements on client confidentiality and privacy
- Regularly review data and improve reporting functions
- Participate in planning and analysis activities to create and improve service dashboard and logic model

### **Linkages and Program Integration (15%)**

- Ensure strong coordination between programs and maximize eligible enrollment
- In coordination with social and community services at St. Mary's Center, provide outreach and advocacy services to engage community center program participants in case management when appropriate
- Support Resources for the Third Age Program Director, staff and volunteers in engaging program participants in healthy, nutritious and beneficial social activities
- As directed, participate in training, planning, reporting and evaluation activities at St. Mary's Center or externally to improve outcomes and serve clients better

### **QUALIFICATIONS**

- Bachelors' degree in Social Work, Human Services, Psychology, Gerontology or related field
- Two years' experience in social or human services
- A proactive team player with a commitment to social service
- Computer proficiency: Microsoft Office Suite, Salesforce, Clarity or other client tracking software
- Attention to detail, accuracy and confidentiality dealing with client information
- Creative and self-motivated with an ability to think outside the box
- Culturally competent in working with seniors from diverse backgrounds and life experiences
- Ability to communicate clearly verbally and in written notes, email and other communications
- CA Drivers License and access to vehicle

- TB test. Flu shot recommended

## **GENERAL STAFF ROLES**

Along with all employees, the RTA Case Manager is expected to:

- Foster an environment that promotes trust and cooperation among leadership and staff.
- Apply policies and procedures to ensure that the principles of St. Mary's Center are implemented.
- Maintain confidentiality in accordance with federal, state, and local regulations and in accordance with professional codes of conduct.
- Be accountable for participation in decision making processes and understanding outcomes.
- Understand the mission, values, and principles of St. Mary's Center and apply them in work responsibilities.

## **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. In general, while performing the duties of this job, the employee is expected to stand; walk; sit; reach with hands and arms; and talk or hear.

- Must be able to clearly communicate with others to understand them and to be understood.
- Must be able to read and compose documents so that their intent is easily understood.
- Must be able to remain in stationary position 50%
- Must be able to occasionally lift and/or move up to 20 pounds.
- Must be able to effectively use a computer and telephone to conduct business.
- Must be able to operate office equipment: telephones, copy, scanner and fax machines.
- Must be able to communicate over a telephone, and take notes.
- Must be able to attend in-person or web-based meetings, sitting, listening, taking notes.

## **St. Mary's Center is an Equal Employment Opportunity Employer.**

St. Mary's Center is an equal opportunity employer and is committed to an active Equal Employment Opportunity Program (EEOP). It is the stated policy of St. Mary's Center that all employees and applicants shall receive equal consideration and treatment in employment without regard to race, color, religion, ancestry, national origin, age (over 40), sexual orientation or gender identity, marital status, medical condition (cancer related) or physical handicap (includes all other medical condition).

**To apply for this position, please submit your cover letter and resume via email to:**

[hr@stmaryscenter.org](mailto:hr@stmaryscenter.org). We anticipate a first review early in January with a desired start date in February.