



Lt. Col.

MATT URBAN

Human Services Center of Western New York

1081 Broadway, Buffalo, New York 14212

(716) 893-7222

Senior Services Case Manager

Full time position, 40 hours per week, Monday through Friday. Provide case management services in home and at the agency for high risk, frail elderly population. Minimum qualifications include a Bachelor's Degree, computer knowledge, and a valid NYS driver's license and a reliable vehicle.

Job Duties Include:

- Provides information and referral of services to the elderly, their families and other service providers on the telephone, in person, and through community forums.
- Conducts thorough intakes of clients to determine the need for case management services.
- Is responsible for in-home assessments of clients and development of care plans to reflect and address client goals and preferences, documents progress, and revises as necessary.
- Advocates on behalf of clients with formal and informal support systems. Provides linkages and referrals to agencies and programs providing assistance to seniors. Stays current with programs pertaining to the elderly.
- Obtains and maintains NYSOFA's required Care Management Certification through the Center for Aging and Disability Education and Research (CADER).
- Attends meetings, trainings and in-services as required by the Erie County Department of Senior Services, including participation in 16 hours of training annually.
- Demonstrates the ability to successfully utilize computer software for assessments, reporting (including worker log) and correspondence.
- Maintain confidentiality and compliance with HIPPA standards.
- The use of portable technology (netbooks, tablets, scanners, etc.) is required in recording case notes, assessments, etc... Identifiable information should not be removed from the client's home.
- Is responsible for maintaining client case records in an accurate and timely manner. These records will need to reflect understanding of and adherence to established EISEP standards.
- Participates in regular case conferencing sessions with supervision, and consults with supervisor as needed on difficult cases.
- Intervenes in crisis situations, making appropriate referrals to agencies dealing with medical, environmental, mental health and utility emergencies.
- Maintains a working knowledge of community resources to meet the needs of the clients
- Participation in agency fundraising activities
- Other duties as assigned by the Director of Senior Services and/or the Executive Director.

Please send your cover letter and resume to Timothy Mutz, Director of Senior Services (tmutz@urbanctr.org)

The Matt Urban Center is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.