

**AREA OFFICE ON AGING OF NORTHWEST OHIO**

An Equal Opportunity Employer

**POSITION DESCRIPTION**

Cover Page 1 of 1

Office:		Employee Name:	
Position Number:	12000.0	Position Title:	Care Manager
Dept./Div.:	Medicaid Waiver Programs	Employment Status:	Full-time
Unit:	My Care Ohio	FLSA Status:	Exempt
Reports to:	Care Manager Supervisor	Pay:	Contract Funded

**QUALIFICATIONS:** An example of acceptable qualifications:

Registered nurse or licensed social worker required. Prior experience in home health, health care or long term care, behavioral health, medical social work, or gerontology preferred. Strong written, oral, and computer skills required and ability to interact with members and professionals. Reliable transportation and insurance required. Must pass a drug screen and a criminal background check.

**LICENSURE OR CERTIFICATION REQUIREMENTS:**

Ohio registered nurse or Ohio licensed social worker; valid driver's license.

**EQUIPMENT OPERATED:** The following are examples only and are not intended to be all inclusive.

Motor vehicle, personal computer, printer, copy machine, fax machine, telephone, and other standard business office equipment.

**INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:**

The employee is exposed to, must negotiate, use or work with or in the vicinity of general office equipment, noise, lighting, eye strain, ergonomics, trip hazards, exits, stairways, ramps, and the general public.

Note: The DOT Code for this position is:

(Code 195.107-010) GOE: 10.01.02 STRENGTH: S GED: R5 M3 L5 SVP: 7 DLU: 81.

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My (employee) signature below signifies that I have reviewed both the cover page(s) and the inside page(s) of my position description, and that I understand the contents of the position description.

(Approval of Area Office on Aging of Northwest Ohio)

(Date)

(Employee Signature)

(Date)

Date Adopted:

Developed by:  
Clemans, Nelson & Associates, Inc.

Date Revised:

Dublin, OH 43017

{5/21/2014 PDAOANA 00134803.DOCX }

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Unit:	My Care Ohio		

## JOB DESCRIPTION AND WORKER CHARACTERISTICS:

JOB DUTIES in order of importance

### ESSENTIAL FUNCTIONS OF THE POSITION: For purposes of 42 USC 12101:

(1) Under direction, conducts comprehensive in-home assessments and reassessments to identify the bio psychosocial needs of members, the degree of functional impairment, formal and informal support systems, and identifies, and addresses needs; determines risk stratification level for members; ensures compliance with the minimum contact schedule requirements.

Knowledge of: (122), (125), (132), (250)\*, (251)\*, (275), (285), (295), (515)  
Skill in: (960)  
Ability to: (606), (609), (611), (614), (615), (654), (684), (745), (762), (768)

(2) Interviews and gathers information from the member, family/caregiver(s), and members of the trans-disciplinary team in the process; develops a comprehensive individualized care plan and service plan (e.g. measurable goals, interventions, and anticipated outcomes); revises service and care plans as necessary; utilizes appropriate community resources, formal and informal support systems and appropriate payer sequence.

Knowledge of: (122), (125), (132), (250)\*, (251)\*, (275), (285), (295), (515)  
Skill in: (903), (960)  
Ability to: (602), (606), (609), (611), (614), (615), (652), (654), (657), (684), (745), (762), (768)

(3) Provides ongoing assessment, coordination, and monitoring of members needs, strengths, circumstances, and services to ensure that services/interventions continue to be appropriate and maintain the health and safety of the consumer; updates assessments based upon changes in member health status or needs (e.g. change in diagnosis, change in caregiver or functional status, a significant health event, or as requested by member, caregiver, or provider, etc.); makes contact with members by telephone and conducts home visits within required timeframes; completes incident reporting following required processes and works to resolve problems, identify interventions, and develop prevention plans.

Knowledge of: (122), (125), (132), (250)\*, (251)\*, (275), (285), (295), (510), (515), (531)  
Skill in: (910), (960)  
Ability to: (602), (606), (609), (611), (614), (615), (652), (654), (657), (684), (745), (768)

(4) Maintains contact with members, caregivers, family members and friends listed in the service/care plan to explain the care manager role and responsibilities and to ensure compliance with the member's service/care plan and to address health and safety; educates members on self-direction and works

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<b>Dept./Div.:</b>	Medicaid Waiver Programs	<b>Reports To:</b>	Care Manager Supervisor
<b>Unit:</b>	My Care Ohio		

collaboratively with member and/or their representative and the contracted financial management service; assists with the development a back-up plan in the event a service provider fails or is unable to deliver services; assists with planning for emergency response to natural disasters and other public emergencies (extreme heat and snow, floods, power outage, etc.); provides education in order to promote informed choice, understanding of risks and benefits of care options and decisions; advocates on behalf of the member and/or caregiver as appropriate; informs of hearing rights and complaint/grievance processes; participates in hearings as requested.

Knowledge of: (122), (125), (132), (250)\*, (251)\*, (275), (295), (510), (515), (531)  
Skill in: (910), (960)  
Ability to: (602), (606), (609), (611), (614), (615), (652), (654), (657), (684), (745), (762), (768)

(5) Assists members during transitions of care between settings to ensure medication reconciliation, timely provision of formal and informal supports, and meeting needs related to discharge plans; acts as the accountable point of contact for members.

Knowledge of: (122), (125), (132), (250)\*, (251)\*, (275), (285), (295), (510), (515), (531)  
Ability to: (602), (605), (609), (611), (614), (615), (652), (654), (657), (684), (768), (745)

(6) Leads the trans-disciplinary team (e.g. facilitation of meetings, delineating roles and responsibilities, ensuring integration of medical, behavioral, substance use, and LTSS needs); coordinates member services with Medicaid health homes and participates as a member of the health home care management team; works collaboratively with the managed care plan(s), including following policies and procedures, completing required training(s), obtaining authorization and approvals as required.

Knowledge of: (125), (132), (250)\*, (251)\*, (275), (285), (295), (510), (515), (531)  
Skill in: (910)  
Ability to: (602), (606), (611), (614), (615), (652), (654), (657), (684), (743), (745)

(7) Develops discharge plans for members who do not meet program eligibility standards; disenrolls ineligible members and facilitates transition into non-Medicaid waiver service programs and community resources as appropriate; provides information to ineligible members who are disenrolled or denied services based on eligibility standards and provides information regarding appropriate appeal rights.

Knowledge of: (122), (125), (132), (250)\*, (251)\*, (275), (285), (295), (510), (515), (531)  
Skill in: (910)  
Ability to: (602), (606), (609), (611), (614), (615), (652), (654), (657), (684), (743), (745)

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<b>Unit:</b> My Care Ohio	

(8) Maintains confidentiality of the clinical record and case management data; maintains an effective record keeping system; completes and submits work within established time frames.

Knowledge of: (250)\*, (251)\*, (515)  
Skill in: (903), (905), (910)  
Ability to: (602), (606), (614), (615), (652), (654), (657), (770)

(9) Attends, conferences, workshops, and other trainings as required.

(10) Maintains required licenses and/or certificates.

(11) Meets all job safety requirements and all applicable OSHA safety standards that pertain to essential functions.

(12) Demonstrates regular and predictable attendance.

(13) Maintains confidentiality in accordance with agency policy and all applicable laws and regulations.

**OTHER DUTIES AND RESPONSIBILITIES:**

Performs other duties as required.

**MINIMUM ACCEPTABLE CHARACTERISTICS:** (\*indicates developed after employment)

**Knowledge of:** (122) interviewing; (125) social work techniques; (132) adult services; (250) agency goals and objectives\*; (251) agency policies and procedures\*; (275) medical terminology; (285) Medicare and Medicaid laws, rules, and regulations; (295) gerontology; (422) records management; (510) case management; (515) social services policies, programs, rules, and regulations; (531) local geographical area.

**Skill in:** (903) data entry; (905) computer operation; (910) use of modern office equipment; (960) use or operation of a motor vehicle.

**Ability to:** (602) carry out instructions in written, oral, and picture form; (606) deal with problems involving several variables within a familiar context; (609) recognize unusual or threatening conditions and take appropriate action; (611) define problems, collect data, establish facts, and draw valid conclusions; (614) exercise independent judgment and discretion; (615) understand, interpret, and apply laws, rules, or regulations to specific situations; (652) complete routine forms; (653) prepare routine correspondence; (654) prepare accurate documentation; (657) compile and prepare reports; (684) communicate effectively; (724) maintain records according to established procedures; (743) answer

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routine telephone inquiries; (745) develop and maintain effective working relationships; (762) lift laptops computers and necessary supplies; (768) travel to and gain access to work site; (770) move quickly and effectively from one task to another.

### TITLES OF POSITIONS DIRECTLY SUPERVISED:

None.

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