



**City of Lauderdale Lakes
POSITION DESCRIPTION**

Class Title: Case Manager
Department: Parks and Human Services
Alzheimer Day Care Center

Class: Professional
Date: April 14, 2008

GENERAL PURPOSE:

Serve as an integral part of the Lauderdale Lakes Human Services and Alzheimer's Care team. Screen and evaluate potential clients for the City's Alzheimer's adult day care program and Human Service program. Once admitted, work with clients to minimize the effects of their disabilities while working with caregivers to enhance their coping skills and the care they provide. Implement Human Service programs and services including outreach and information and referral. Coordinate activities and programs offered through Human Services. Work with residents to solve personal and social problems by providing internal assistance or referring to outside agencies.

SUPERVISION RECEIVED:

Works under the general guidance and direction of the Director of Parks and Human Services

SUPERVISION EXERCISED:

May exercise supervision over subordinate staff at the discretion and guidance of the Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Work largely independently but under the general supervision of the Director of Parks and Human Services or designee to identify, screen and evaluate potential clients, to design client care plans and to assist caregivers in coping and providing good care to their loved ones.

Conduct assessments of potential clients and their caregivers to determine eligibility for the Alzheimer's adult day care program. Assessments include home visits that consider the status of the potential client's mental and physical capabilities, the support systems available and the burden on the caregiver.

Compiles histories on all clients and assures that they are up-to-date. Conduct 45-day, quarterly, semi-annually and annually client reviews including home visits. Provide the Department Director with statistical data on activities in order to demonstrate the productivity of the program.

Develop a care plan for each client that considers not only the care given to the client at the Alzheimer Care Center but also at the client's residence. It further considers what other services are available in the community.

Counsel caregivers concerning care of the client at home and how to handle difficult and/or unpleasant situations. Recommend other sources of assistance.

Meet or exceed a quota of units of service which is one hour of billable case management activity in support of reimbursable programs.

Serve as an advocate for the client and/or caregiver with adult protective service, lawyers and other court officials; with insurance companies; and with other social service agencies.

Accept inquiries from the City's residents regarding social problems and issues that they cannot resolve. Issues range from matters such as working with a parent to identify child care, abuse cases, finding transportation for the elderly to go to the doctor or shopping, and food sharing programs. Helps inquirers prioritize their needs and develop a care plan. May refer the party to an outside agency or explain that the matter is a private matter that cannot be addressed by a third party agency.

Evaluate and perform Social Service client assessments. Complete an intake form and maintain a record of client contacts and of the actions taken. Produce statistical information to demonstrate the need for the program. Follow up on special cases in which the inquirer does not have the necessary capacity or needs assistance to follow through and resolve his or her own problem.

Maintain current knowledge and database of community resources. Develop and maintain strong working relationships with clients, community members, third party agencies and service providers.

Plan and organize Human Services special events and programs for the community in collaboration with the Recreation Coordinator.

Coordinate with Recreation Coordinator to arrange for informational and health promotion presentations, health support activities, educational offerings, training events, support groups and recreational activities through contact with prospective presenters and businesses.

Coordinates with Recreation Coordinator to do outreach into the community to provide information to individuals and groups about programs and opportunities to enrich and improve their lives.

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Handles sensitive information relating to clients and maintains its confidentiality.

Promptly notifies the Department Director of any and all significant events.

Perform other tasks necessary for the successful operation of the Department of Parks and Human Services.

PERIPHERAL DUTIES:

Is responsible for marketing the Alzheimer Day Care Center to private payers and other funding sources.

Participates in interdisciplinary team meetings to review prospective clients and caregivers as well as suspected client/caregiver problems such as suspected client abuse.

DESIRED MINIMUM QUALIFICATIONS:

Education and Experience:

- (A) Bachelor's degree in Social Work, Leisure and/or Recreation, a related field, or equivalent experiences in working with adult programs.
- (B) Experience working with memory impaired, older adults.

Necessary Knowledge, Skills and Abilities:

- (A) Thorough command of human development, particularly with respect to the elderly. Knowledge of assessment methodologies for determining the client's mental capacity; of crisis intervention and counseling techniques used in trauma, grief, or crises situations; of social work theory and practice; and of state and federal program requirements.
- (B) Knowledge of financial resources available to the public.
- (C) Ability to communicate effectively orally and in writing with clients, caregivers and city employees. Skill planning, organizing and managing his/her own work load to meet deadlines.

SPECIAL REQUIREMENTS:

Valid State Driver's License, or ability to obtain one and personal car to run errands in support of the program.

TOOLS AND EQUIPMENT USED:

Personal computer, including word processing software; motor vehicle; calculator; phone; copy and fax machine.

PHYSICAL REQUIREMENTS:

The physical requirements 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.

Work is performed mostly in office settings. Some outdoor work is required in purchasing supplies. Hand-eye coordination is necessary to operate computers and various pieces of office equipment. The employee must have the ability to sit in a chair for lengthy periods while working at a personal computer.

While performing the duties of this job, the employee is frequently required to talk or hear; sit; use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to stand or walk.

The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally works in outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions, or airborne particles. The noise level in the work environment is usually quiet in the office, and moderate in the field.

SELECTION GUIDELINES:

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

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The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

FOR HRRM USE ONLY APPROVALS	
_____ City Manager's Signature	_____ HRRM Director's Signature
_____ Date	_____ Date



THE LAUDERDALE LAKES ALZHEIMER'S CARE CENTER



**BREAKFAST &
LUNCH
SERVED**

About Us

The Lauderdale Lakes Alzheimer's Care Center offers therapeutic activities for cognitively impaired adults in a reassuring environment focused on safety, supervision and support. Eligibility is based on a medical diagnosis of memory disorder and having a 24-hour caregiver in the home.

For more information please call (954-535-2802).

**HOURS OF OPERATION ARE
MONDAY THRU FRIDAY
7:00AM TO 6:00PM**

SPONSORED BY THE CITY OF LAUDERDALES LAKES,
AREAWIDE COUNCIL ON AGING OF BROWARD, INC. STATE OF
FLORIDA DEPARTMENT OF ELDER AFFAIRS, SUPPORTED BY
LAKES ALZHEIMER'S FOUNDATION.
CAREGIVERS 24 HOURS ABUSE HOT LINE 1800-96-ABUSE