

## CASE MANAGER (NUTRITION)

### CHAUTAUQUA COUNTY OFFICE FOR THE AGING SERVICES

**SALARY RANGE: \$24.42 – 31.51/HOUR + BENEFITS**

The Chautauqua County Office for the Aging Services is currently accepting applications for the position of Case Manager (Nutrition) to work in the Dunkirk Chautauqua Center office. This position is Full-Time at 40 hours per week. A Case Manager (Nutrition) primarily performs para-professional social case management for the nutrition services provided by the Chautauqua County Office for the Aging Services (OFAS), in accordance with applicable federal, State and local regulations. Work is performed by completing home visits and assessments with the elderly clients for home-delivered meal services. An employee in this class will assist with a variety of tasks in conducting aging services activities through the delivery of information and referral to supportive services. The work is performed both in the field and in the office by assisting clients to identify and obtain available and appropriate services as well as conduct assessment and referral activities. Does related work as required.

#### **Typical Work Activities:**

- Conducts comprehensive assessments of elderly clients through home visits, office interviews and telephone contacts to determine functional ability, service needs and program eligibility for nutrition services;
- Screens clients for eligibility for aging services and benefits in accordance with Nutrition regulations and agency guidelines;
- Develops, implements and documents individualized care plans based on assessed needs, client preferences and available resources;
- Authorizes, coordinates and arranges for the provision of appropriate in-home nutrition services by making referrals to contracted home delivery agencies and kitchen providers, and any additional social service agencies and community organizations needed;
- Monitors and reviews service delivery through regular follow-up with clients, caregivers and providers to ensure services are initiated, delivered as authorized and remain appropriate;
- Conducts periodic reassessments and care plan reviews, revising service plans and authorizations as required due to changes in client condition or circumstances;
- Identifies client problems and service gaps and provides case management interventions, including counseling, negotiation and advocacy to resolve issues and ensure access to needed services and benefits;
- Provides information and assistance to clients and their representatives regarding available services, benefits, entitlements and community resources to support informed decision-making;
- Serves as liaison between clients and service providers to facilitate communication, resolve service delivery issues and verify the provision of authorized services;
- Maintains accurate, complete and confidential case records, including assessments, care plans, progress notes and required reports, in compliance with regulatory and agency requirements;
- Participates in staff meetings, case conferences, training sessions and inter-agency meetings to promote coordination of services and professional development;
- Performs other related duties as required.

This position is being filled as a provisional appointment from approved applications received. An incumbent in this position, will be required to take a competitive civil services examination scheduled at a later date.

#### **Chautauqua County offers a comprehensive benefits package which includes:**

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| - Health Insurance (including Dental & Vision plan)       | - 13 Paid Holidays          |
| - Health Savings Account (partially funded by the County) | - Vacation & Sick Time      |
| - Flex Spending Account                                   | - Personal Days             |
| - NYSLERS Pension   | - NYS Deferred Compensation |
| - Eligible for Federal Public Service Loan Forgiveness    | - Wellness Program          |

**Minimum Qualifications:** Graduation from high school or possession of a high school equivalency diploma and either:

- A. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in a Human Services-related field; OR
- B. Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in a Human Services-related field and two (2) years of experience involving direct client contact in the delivery of services to the elderly in a human services agency or program; OR
- C. Four (4) years of experience involving direct client contact in the delivery of services to the elderly in a human services agency or program.

**Additional Requirements:** Ability to meet the regular transportation requirements in carrying out fieldwork assignments at time of appointment and during service in this classification.