

Job Announcement



Intake Care Manager

Mission

ElderHelp strives to enhance the quality of life for seniors by providing information and services that help them live independently and with dignity.

POSITION DESCRIPTION:

The Intake Care Manager takes incoming calls from seniors, family members and other community representatives who are interested in ElderHelp's programs and services. In addition, the position will carry a small caseload and work one day a week in North County. General duties include providing information and assistance, referrals and managing a small caseload. This individual should have a true passion toward helping seniors.

RESPONSIBILITIES:

- Provide information and referral to callers in a timely fashion
- Assist walk-in clients requesting services
- Refer clients to resources within and outside of the agency
- Maintain up to date listing of resources for seniors
- Perform intake assessments for Care Management
- Complete end of the month statistical reports
- Manage a small caseload
- Provide services one day a week in North County
- Maintain accurate files for Project CARE program

MINIMUM QUALIFICATIONS:

Education: B.S.W. minimum, MSW preferred

Experience: Requires a minimum of 2 years direct experience in senior case management

Skills: Strong interviewing, listening and assessment skills; ability to quickly determine underlying issues/problems. Crisis intervention experience. Strong verbal and written communication skills. Computer competency with Microsoft Office programs. Comprehensive knowledge of available San Diego senior resources and programs. Demonstrated ability to multi-task in very busy environment.

Other: Valid California driver's license, insurance and available vehicle. Bilingual a plus

SALARY:

\$29,000 - \$33,000 annually plus full benefit package

HOW TO APPLY:

Please send resume and cover letter to msandoval@elderhelpofsan Diego.org