



AREA 12 AGENCY ON AGING

JOB POSTING

JOB TITLE: MSSP Social Work Care Manager (SWCM)
REPORTS TO: Supervising Care Manager (SCM)
FLSA STATUS: Non-Exempt
SUPERVISES: Non-Supervisory Position
SALARY: \$25.36- \$29.37 per hour
HOURS: 40 Hours per Week

BOARD APPROVED: February 6, 2025

Summary

The Multipurpose Senior Services Program (MSSP) Social Work Care Manager (SWCM) is responsible for the care management of approximately 30 frail, low income seniors, aged 65 or older, who are at risk of premature or inappropriate institutionalization and enrolled in the MSSP Medi-Cal waiver program at Area 12 Agency on Aging. SWCM will help create new community partnerships, supporting Area 12 Agency on Aging's (A12AA) mission.

Essential Job Functions

- Coordinates services for approximately 30 socially and medically complex clients following A12AA-California Department of Aging MSSP protocol
- Conducts and documents in-depth assessments and annual reassessments covering psycho-social, rehabilitation, and environmental concerns for geriatric clients in a home setting
- Evaluates client as a total person, identifying the functional limitations that impede independent living
- Refers clients to special consultants to provide detailed evaluations and recommendations to improve the client's functional level
- Consults regularly with Supervising Case Manager (SCM) on issues related to caseload, challenging cases and unfamiliar procedures, and with Nurse Care Manager (NCM) in client care planning
- Develops individualized client care plans based on initial assessment
- Coordinates services identified on the care plan within budgetary and contractual guidelines



Your Senior Resource Connection

- Monitors health/psychosocial changes in clients through monthly phone contacts and quarterly home visits with client, family, and professionals
- Identifies and assists in developing support systems for clients
- Uses a computer to document all required case recording of assessments, summaries, care plans and progress notes
- Refers to Adult Protective Services (APS) or Child Protective Services (CPS) any suspected case of abuse, neglect or exploitation
- Collaborates and consults with physicians, other health and social service professionals, team members, clients, family, and community contacts
- Participates in MSSP quality improvement activities, peer review, and monthly interdisciplinary team meetings and agency staff meetings
- Adheres to strict confidentiality in accordance with Health Insurance Portability & Accountability Act (HIPAA) regulations
- Provides back-up support for absent care managers when needed
- Travels within the agency's rural service area of Alpine, Amador, Calaveras, Mariposa and Tuolumne counties
- Interacts with the public via phone or in person in a professional and courteous manner
- Is proficient in handling office equipment including multi-line phone system, printers, copy machines and fax machines
- Is able to bend, sit, stand, walk, push/pull, handle objects, reach overhead, lift 25 pounds and occasionally up to 50 pounds, read/comprehend English, write, perform calculations, communicate orally, reason, analyze and drive a car

Other Duties and Responsibilities

- Attends A12AA/MSSP outreach activities as needed
- Attends professional meetings, conferences and workshops to enhance professional skills
- Occasionally exposed to moving mechanical parts and outside weather conditions
- Works independently in a community setting to support both client autonomy and client safety
- Communicates positively and effectively with clients, providers, colleagues and others from diverse cultures and backgrounds
- Advocate on behalf of clients as necessary
- Utilize local, State and Federal resources available to clients, and ability to access those resources effectively
- Other duties as assigned

Supervisory Responsibilities

None



Education and Experience

Bachelor's degree in social work, psychology, counseling, rehabilitation, gerontology, sociology, or related field; plus two years of experience working with the elderly.

Other Skills

- Exhibits strong English written and verbal communication skills and ability to perform basic math
- Proficient in use of PC computer software and equipment including Microsoft Office applications, specifically MS Word and Excel
- Maturity and resilience to handle personal work stress without undue impact on his/her own or others' productivity
- Flexible approach to dealing with issues, problems and change
- Adapt to changing workload requirements as needed
- Apply critical thinking and problem solving
- Ability to work in a fast paced environment

Certificates, Licenses, Registrations

Possession of a valid California driver's license and proof of valid automobile insurance for reliable vehicle

Application Deadline – September 12, 2025 or until filled

Submit your resume, letter of interest and three professional references to:

Jean Jones, Site Director

jjones@area12.org

All resumes will be screened and only the most qualified will be interviewed

Area 12 Agency on Aging is an Equal Opportunity Employer. No applicant for employment with A12AA shall be subjected to discrimination because of race, color, sex, (including gender, gender identify, gender expression, transgender, pregnancy, and breastfeeding), national origin, religion, physical or mental information, sexual orientation (including heterosexuality, homosexuality, and bisexuality), citizenship status, or marital and parental status. The Area 12 Agency on Aging complies with the American with Disabilities Act of 1990 (ADA), which prohibits discrimination against qualified individual on the basis of disability.