

Department Number: 450	Allocation: SSD Boulder
FSA Status: Exempt	FTE: 1
Reports To: Boulder JFS Associate Director	Updated: 2-2019

JOB DESCRIPTION

- I. **Position Title:** Boulder JFS Counselor and Care Manager II

- II. **Position Summary:** This member of the Senior Solutions Department will provide care management and counseling services to older adults, adults with disabilities, individuals experiencing poverty and impacted family members in the Boulder JFS program.

- III. **Qualifications:**
 - A. Education: Master's degree in Social Work, Psychology, Gerontology, or related human services field required. LCSW and established Medicare provider preferred.
 - B. Experience: 2 -5 years experience working with older adults, adults with chronic illness/disability, and/or individuals experiencing poverty, including client interviewing, assessment, care coordination, and counseling.
 - C. Other: Effective interpersonal communication skills, knowledge of resources and available interventions for the population served. Knowledge of current trends affecting older adults, individuals with disabilities and individuals experiencing poverty preferred. Understanding of Jewish community and traditions preferred. Strong technology skills and experience with electronic record keeping, strong organizational and time management skills, experience with Microsoft Office products, and familiarity with client database systems. Ability to work autonomously, comfortable conducting face-to-face assessments in client homes, and familiarity with developing and facilitating support groups. Must be a licensed driver with insured vehicle.

- IV. **Responsibilities:**
 - A. Completes initial and ongoing assessments/reassessments in order to identify client service and support needs.
 - B. Establishes care plan goals with client as part of a comprehensive plan of care. Includes caregivers, family members and other supports in the process, as appropriate.
 - C. Assess clients for appropriateness of counseling.
 - D. Provide brief or long-term individual therapy to older adults in their homes, assisted living facilities and skilled care facilities or at the JFS office.
 - E. Provide brief or long-term individual therapy to younger adults dealing with disability and / or chronic illness in their homes, assisted living facilities and skilled care facilities or at the JFS office.
 - F. Articulates current and future service benefits, outcomes and costs clearly to clients and/or family members.
 - G. Provides education on and linkages to various local or state benefit programs and/or options for services that best meet the needs of the client and/or family members.
 - H. Provides ongoing service coordination including, but not limited to referrals, advocacy, and mediation with the client and community service providers.
 - I. Provides ongoing service monitoring by evaluating the quality, quantity and duration of service provided by JFS and/or external providers. Utilizes technology to track and monitor requests for information, referrals and assistance.

- J. Occasionally provides direct assistance with transportation to appointments requiring care manager presence/advocacy.
- K. Monitors client satisfaction with services and adjusts interventions as needed.
- L. Establishes professional and effective communication and collaboration with client and others involved in their care.
- M. Attends internal or external meetings, as needed, to advocate for client wishes/needs.
- N. Maintains knowledge of agency wide policies, department procedures and funding specific regulations.
- O. Responsible and accountable for accurate and timely completion of all applicable forms, data and statistics tracking, and documentation of care management activities.
- P. Provides technical assistance and general support to department volunteers and student interns. May include supervision of MSW student interns.
- Q. Attends professional seminars, trainings, in-services and other staff development opportunities.
- R. Actively participates in department and agency meetings in both Boulder and Denver locations as well as ad hoc committees, as requested by associate director or director.
- S. Completes in-home and/or in-office consultations with clients and/or family members designed to quickly (1 – 2 sessions) assess needs, provide resources, conduct home safety assessments, and offer professional suggestions for appropriate care plan. Develop and submit a formal evaluation report or care plan reflective of above services rendered/professional guidance.
- T. Designs and executes educational presentations to community stakeholders and JFS staff, as requested. Represents JFS at community outreach events.
- U. Other duties as assigned. Assist team members as needed.

To Apply: Submit resume and cover letter with salary requirement to:

Jean Marshall, Human Resources Director: hr@jewishfamilyservice.org