Job Title: Bilingual Case Manager (English/Spanish)  Reports To: Lead Case Manager
Classification: Exempt  Updated: 2014

ESSENTIAL DUTIES AND RESPONSIBILITIES:

GENERAL PURPOSE OF THE JOB:
The Bilingual Case Manager assesses the needs of Spanish and English speaking senior adults, coordinates and monitors a client service plan and provides advocacy to enable the senior adult to remain independent, active, and influential in their community. Carries out all functions in accordance with the policies and procedures of the North/Eastside Senior Coalition.

CASE MANAGEMENT SERVICE DELIVERY

- Implement case management standards and administer all case management functions in accordance with the policies and procedures of the North/Eastside Senior Coalition.
- Administer case management for Spanish speaking clients in Dane County after an appropriate referral has been provided.
- Perform intake and assessment with clients, assist them to develop Individualized Service Plans (ISP’s) and follow through to ensure they receive the services intended. Engage the client in the development of a service plan tailored to meet the client’s unique needs, circumstances, and preferences. Arrange, coordinate, and monitor services from qualified providers that are prompt, adequate, and appropriate (to the extent the client has not chosen to manage his/her services). Educate the client to make informed choices, and support their decision-making ability to manage their own services. Exercise professional judgment and ethics, and maintain confidentiality pertaining to client information.
- Responsible for serving an assigned caseload of senior clients.
- Maintain accurate, complete and up to date case management files.
- Attend the monthly Latino discussion group and participate in other Spanish speaking programs to ensure case management is offered to these senior adults in the Coalition area and Dane County.
- Handle case management client concerns in an appropriate and professional manner.
- Communicate with supervisor about difficult or challenging clients and seek input on an appropriate course of action.

TRAINING

- Assist with training of new case management staff and interns.
- Participate in weekly case management team meetings to review difficult client cases.
- Attend monthly county-wide case manager training.
- Attend training events to evaluate and upgrade social work skills.
- Help review agency case manager client files quarterly.
- Are in the process of obtaining or maintains licensure or certification (if applicable).

**AGENCY REPORTING**
- Help compile accurate records needed to complete monthly, quarterly and annual reports to City of Madison, Dane County and other agencies as required to include the Supportive Home Care and Medical Assistance contract for Latino clients.
- Assist with development of annual case management program goals and objectives.
- Complete monthly case management client success story as assigned.
- Complete case management section for the monthly newsletter as assigned.

**FUNDRAISING/COMMUNITY RELATIONS**
- Serve on task forces and committees related to the work of the agency.
- Represent NESCO at a variety of professional events, meetings, and other community events in the Spanish or English speaking community as appropriate.
- Assist in planning and staffing all NESCO fundraising efforts.

**OTHER EXPECTATIONS**
- Participate in agency policy making, planning and evaluation.
- Other duties as assigned.

**SUPERVISORY RESPONSIBILITIES:**
- None

**REQUIRED QUALIFICATIONS**
The successful candidate must possess the following qualifications:

- Passion for NESCO’s mission.
- Fluency in oral and written Spanish.
- Bachelors Degree in Social Work or equivalent; or two to four years related experience and/or training; or equivalent combination of education and experience.
- Demonstrate the accepted standards of professional conduct necessary to practice social work.
- Ability to define problems, collect information, establish facts, and draw valid conclusions.
- Excellent written and verbal communication skills, including proven ability to interact with others regardless of gender, class, ethnicity, age, or disability.
- Ability to work autonomously and seek out consultation from peers and others in the aging field when needed.
- Computer skills using Microsoft Office software such as Word and Excel.
- Willingness to help as needed with Coalition event set-up and take-down, including ability to lift and/or shift weight such as tables and chairs, etc., as necessary.
• Valid Wisconsin Driver’s License and acceptable driving record.

PREFERRED QUALIFICATIONS:
The ideal candidate will also possess these additional qualifications:

• Knowledge of aging issues and sensitivity to issues of diversity in the practice of Social Work, including issues related to gender, class, age, disability, sexual orientation, and ethnicity.
• Have a background in working with minority communities of senior adults. Experience working with people who have mental health and/or AODA concerns.
• Social Work Certification.
• Familiarity with the Wisconsin and Dane County senior adult services network.
• Training in facilitating support groups.
• Knowledge of Publisher, PowerPoint, and Sage database software.