

Date Posted: 9/16/09

University of Houston
Graduate College of Social Work

JOB OPPORTUNITY POSTING

Job Title: Care Manager

Employer/ Agency: Long Term Care Group

Job Description:

PURPOSE:

To determine eligibility of claimants for benefits and to provide continuing assessment of claimants for benefits and appropriateness of care.

PHYSICAL REQUIREMENTS:

The physical demands of this position are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to an individual with disabilities to perform the essential functions. This position involves bending, sitting for prolonged periods of time while performing necessary functions which include word processing, filing, speaking on the telephone and lifting materials of up to 25 pounds.

ESSENTIAL REQUIREMENTS:

| | |
|-----|--|
| 50% | 1. Reach appropriate and accurate benefit eligibility decisions for claimants based upon policy provisions, proposed care plans and assessment of clinical data. Must meet or exceed quality goals of: procedural accuracy of 95% and final decision accuracy of 100% and achieve independent decision making. Maintain a minimum of 85% productivity. |
| 25% | 2. Assess on going claimants through monitoring, care plans and reassessments. |
| 10% | 3. Develop new and on-going procedures and policies for existing clients. This includes revising existing policies and procedures. |
| 10% | 4. Communicate effectively in writing or verbally with internal and external customers and have client contact as appropriate. |
| 5% | 5. Interact with care management agencies for assigned cases in maintaining performance standards. |
| % | 6. Other duties and projects as assigned. |

REPORTING RELATIONSHIPS:

Reports to and has accountabilities with the (title); has responsibility to interact with co-workers, external clients and agents.

COMPANY SPECIFICATIONS: Time & Resource Management (Productivity)

1. Uses time effectively to achieve expected productivity and efficiency.
2. Demonstrates ability to prioritize work load

3. Uses supplies and other resources (i.e. equipment, computer systems, tools, energy, etc.) efficiently and effectively.

ORGANIZATIONAL COMMUNICATION:

1. Provides prompt, courteous and excellent customer service to internal and external customers at all times. This includes an obligation to actively cooperate and interact with other departments to advance the overall interest of LTCG.
2. Promptly shares reliable and complete information to others who need it.
 - a. Demonstrates effective communication and attention skills and use of appropriate lines of authority.
 - b. Provides input to improve operational efficiencies.
3. Attends or is responsible for information given at meetings and through other organizational channels.
 - a. Keeps current by using staff communication system.
4. Maintains appropriate organizational confidentiality.

OTHER JOB REQUIREMENTS:

1. Attendance
 - a. Is consistently present and punctual, and meets company standards.
 - b. Provides proper advance notification for absence or tardiness.
2. Protocols and Policies
 - a. Demonstrates understanding of company-wide and department-specific policies and protocols.
 - b. Maintains the confidential and proprietary nature of company policies.
3. Needs to be able to perform work accurately and efficiently under deadline pressures.
4. Responsible for day-to-day decisions and updating management on department activity status.

PERFORMANCE REQUIREMENTS:

Knowledge, Skills & Abilities:

- Flexibility to adjust to fluctuating work flows and changing assignments
- Organized, detail-oriented
- Independent worker
- Customer service oriented
- Working knowledge of Windows

EDUCATION/EXPERIENCE:

1. BA/BS Preferred or equivalent business experience
2. At least 5 years work experience preferably with older adult population in a community setting or long-term care facility.

CERTIFICATIONS/LICENSE:

1. Current and valid RN license, or Social Work license

Qualifications:

Salary/Hours:

Employer/ Agency: Long Term Care Group

Address: 30 Rachel Drive

City, State, Zip: Nashville, TN. 37214

Contact Person: Patricia Winkler

Contact Title: Recruiter

Telephone: 952-516-6394

Fax: 952-516-6701

Email: pwinkler@lctcg.com

Application Method: Our website: lctcg.com or email resumes to recruiter

Opening Date: On going recruiting. We have a number of opportunities.

If your response to this job posting results in successful employment, please email the GCSW Office of Alumni and Career Services at mswjobs@sw.uh.edu with the hiring details of your new job opportunity. Thank you