



# job description

SOUND OPTIONS, INC.

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- Title:** Care Manager
- Reports to:** Clinical Manager
- Requirements:** Registered Nurse, BSN, MSW or LCSW with a minimum of 2 years current experience in health care and preferred 2 years of community-based health care (e.g. home health, public health, home care). A nurse with a 2 year associate degree will be considered in special situations. Prefer advanced certifications such as Certified Care Manager, Certification in gerontology, etc. Must demonstrate clinical competency and show evidence of ongoing professional educational training. Candidates must demonstrate excellent verbal and written communication skills.
- Job Scope:** Sound Options Care Managers provide comprehensive assessments, design tailored care plan, coordinate the individual plan and evaluate service. This position involves visiting the client in their “home”, meeting the client/family at appointments or you would be accompanying clients. You are expected to follow all Policy and Procedure of Sound Options Inc. There is 24 hour on call that is shared amongst the Care Management team. You will be working with an inter-disciplinary team including but not limited to: Occupational Therapist, Master Prepared Social Workers and Registered Nurses looking at a holistic approach in meeting the client's/family's needs. Our services are provided in Washington & Oregon.

## Essential Duties and Responsibilities:

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### Create and Implement Care Plans

- ◆ Assess each client’s status. Complete a thorough assessment of the individual’s Medical/Health Maintenance, Psychosocial/Behavior/Memory, Functional Abilities, Safety/Home Environment, Financial/Legal, Community Involvement/Relationships and Ongoing Care Management needs. Develop a care plan tailored to the client’s needs and issues with desired outcomes. Make recommendations and estimate associated care costs. Identify of and refer client to resources specific to client’s needs and issues, such as but not limited to, home health, equipment, mental health and psychosocial resources, transportation, medical, housing resources, and educational materials.
- ◆ Implement the care plan and referral services:
  - ✧ Liaison, client advocacy and coordination among those involved with the client’s situation including health care providers and settings, trust departments, officers and committees, guardians, facility staff, multidisciplinary teams, schools, and other services and providers.
  - ✧ Provide ongoing education to client and family members in the form of verbal and or written consulting or educational materials.

## Documentation and Reporting

- ◆ Prepare written updates for client/family. Monitor the status of the client, re-evaluate the care plan and revise written plan as needed.
- ◆ Provide key contact with monthly phone or e-mail update; evaluate outcomes of care plan.
- ◆ Timely completion of reports, letters and documentation such as data entry, initial assessment and care plan, care notes, updates, correspondence and the cost effectiveness plan. Include statement of responsibility and other disclaimers as needed with client materials. Accurate spelling, grammar, and syntax must be demonstrated in all correspondence.

## Technology

- ◆ Demonstrate proficiency with the following:
  - ✧ MS Word
  - ✧ MS Outlook
  - ✧ MS Access (user)
  - ✧ Internet
  - ✧ Typing speed and accuracy
  - ✧ Data entry
  - ✧ PC and/or Laptop computer
  - ✧ Cell phone

## Productivity

- ◆ Billable Hours Reporting: Services rendered are accounted for by the billable hour.
  - ✧ Organize travel efficiently and report mileage accurately.
  - ✧ Meet minimum FTE requirement of 6 hours per day (or equivalent).

## Communication and Professionalism

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### Interpersonal Skills

- ✧ Effective listening skills: seeks to understand what is being communicated from the other's point of view.
- ✧ Excellent verbal communication and congruent body language: seek to be understood by the listener, speak clearly, and check in with the listener for understanding.
- ✧ Effective telephone skills: checks messages frequently, returns phone calls promptly and uses professional telephone manners.
- ✧ Customer service orientation: places the interests of the clients first and strives for customer satisfaction.
- ✧ Maintain positive, professional office relationships:
  - Demonstrate responsibility for personal work habits and self-care including but not limited to:
    - Managing work load to maintain effectiveness
    - Request help when needed
    - Clarifying and seeking information when needed
    - Taking initiative to make sure that things get done
    - Contributing new ideas for efficiency and improved systems
    - Participate on committees, staff meetings and care conference.

- ✧ Maintain positive client relationships.
- ✧ Receive positive client feedback survey results and comments.

**Facilitation Skills**

- ✧ Facilitate family meetings, care provider and trust committee meetings.

**Professionalism**

- ✧ Professional demeanor: adhere to all performance standards in Sound Options, Inc Employee Handbook including but not limited to: professional grooming and dress, professionalism in client interactions, client relationships and Sound Options Inc team.
- ✧ Maintain client confidentiality and professional standards as established by the National Association of Geriatric Care Managers and the American Nurses Association.
- ✧ Build professional relationships in the community representing Sound Options, Inc.
- ✧ Report awareness of community events or situations that may affect Sound Options, Inc business activities.

**Other responsibilities as assigned.**

**Working Conditions**

Work is performed in a professional business office environment, well lighted, clean, and hazard-free. Office equipment is kept in good operating condition to enable work to be done efficiently. You will be using your own vehicle for visits/field work.