



## **Aetna Care Manager**

Council on Aging of Southwestern Ohio (COA) is a nonprofit organization dedicated to enhancing quality of life for older adults, people with disabilities, their families and caregivers. We promote choice, independence, dignity and well-being through a range of services that help people remain in their homes for as long as possible.

COA is a state-designated Area Agency on Aging, serving a 21-county region. One call to COA links people to the wide variety of agencies, information and programs that serve older adults and people with disabilities.

COA has more than 300 employees, more than 100 contracted providers, and an annual budget of over \$77 million.

*Our mission: Enhance lives by assisting people to remain independent through a range of quality services.*

COA Offers:

- Competitive benefits package
- Flexible hours
- Opportunities for professional development
- Opportunities to advocate and participate in community events for the elderly and disabled population.
- Casual work environment except when visiting clients or vendors
- Health, dental and vision care
- Health and fitness opportunities at the Springdale Community Center through our Business Membership Discount
- Health savings account
- Nine paid holidays each calendar year
- Paid time off
- Pension plan
- Pet Insurance
- Tax sheltered annuities

**Position Description:** To provide intake, assessment and care management services to members, which includes ongoing assessment for program eligibility, monitoring all aspects of care and member services (social and medical), ensuring needs of members and caregivers are met through a collaborative process.

### **Essential Job Functions and Responsibilities:**

- Conduct initial, annual, routine and post-hospitalization home visits
- Utilize clinical judgment and critical thinking skills to facilitate appropriate member physical and behavioral healthcare and coordinate psychosocial and medical wraparound services to promote effective utilization of available resources
- Develop, assess and adjust as necessary the patient centered care plan and promote desired outcomes along with monitoring the effectiveness of the plan and establishing measurable goals and outcomes
- Assess member's health status and care coordination needs through disease management and post-discharge interventions
- Conduct discharge planning following emergency room visits, hospitalizations and nursing facility stays

- Manage transitions between care settings including long term care, community based and assisted living
- Conduct advanced care planning with member and the interdisciplinary care team involved with the member's care
- Utilize Service Guidelines when developing service plans/care plans with members and caregivers to promote understanding of service rationale
- Authorize services in the most efficient means possible to meet identified member needs

**Qualification Requirements:**

- Ohio licensed Social Worker or Registered Nurse in good standing with the credentialing board.
- One or more year's prior experience in case management.
- Prior or current experience with mental/behavioral health populations.
- A good working knowledge and understanding of issues related to the elderly population.
- Knowledge of the individual, family, social and the individuals functioning in the aging process.
- Knowledge of community resources within Southwestern Ohio.
- Good customer service skills.
- Good interpersonal communication skills.
- Ability to adapt to frequent change.
- Ability to collaborate and problem solve in a self-directed team environment.
- Good oral and written communication skills.
- Good organizational and teamwork skills.
- A valid driver's license and reliable transportation for travel within Butler, Clermont, Clinton, Hamilton and Warren Counties.
- Proficient computer skills including the Windows operating systems, MS Word, MS Excel, data entry and the ability to learn new software applications as needed.
- Ability to travel within the state of Ohio for training.

**Pay:** Minimum \$26.66 per hour (pay based upon experience and education)

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