

JOB DESCRIPTION

Full-Time Case Manager

Organization	Jewish Family Services of Western North Carolina (JFS)
Classification	Full-time, Non-Exempt
Reports To	JFS Executive Director
Program Oversight	Case Management and oversight of Faye's Place Elder Club

Position Summary

The Full-Time Case Manager upholds JFS's commitment to high-quality, compassionate client services and programs. The Case Manager provides comprehensive case management to eligible individuals and families across the lifespan and is responsible for overseeing Faye's Place Elder Club, JFS's group respite and social engagement program for older adults, including individuals with mild to moderate cognitive impairment. The Case Manager assesses needs, develops and monitors service plans, connects clients and caregivers with resources, coordinates services, and works collaboratively with JFS staff and community partners. The Case Manager supports the mission and values of JFS and serves people of all faiths and backgrounds.

Qualifications

- Bachelor's or Master's degree in social work (BSW or MSW) required; Master's degree preferred.
- Social work or case management experience in a social service agency or equivalent setting.
- Experience working with older adults, caregivers, dementia, Alzheimer's disease, or cognitive impairment preferred.
- Experience planning, facilitating, and leading group activities preferred.
- Excellent interpersonal, written, verbal, organizational, and computer skills, including proficiency with Microsoft Office and agency-specific software.
- Valid driver's license, reliable transportation, and insured automobile.
- Ability to physically assist and support older adults with seating, standing, and walking as appropriate to the program.
- Ability to work independently, exercise sound judgment, manage multiple priorities, and collaborate effectively as part of an interdisciplinary team.

Knowledge and Competencies

- Principles and practices of social work, client assessment, case management, collaborative service planning, and community-based care.
- Aging and caregiver issues, including dementia and Alzheimer's disease symptoms and progression.
- Public and private social service providers, community resources, benefits, and eligibility requirements, including Social Security, Medicaid, county social services, SNAP, and other relevant programs.
- Mental health, substance use, family dynamics, crisis intervention, de-escalation, mandated reporting, and appropriate referral practices.
- Recordkeeping, confidentiality, documentation, outcome tracking, and applicable federal and state requirements.

- Culturally responsive service delivery to individuals from varied socioeconomic, cultural, religious, and other backgrounds.
- Awareness of Jewish culture, values, traditions, and holidays, or openness to learning.

Case Management Responsibilities

- Conduct intake and casework interviews with clients, family members, caregivers, service providers, and others to assess needs, strengths, supports, eligibility, and available resources.
- Identify psychosocial, economic, emotional, and physical needs and develop individualized service plans with appropriate interventions and short- and long-term goals.
- Provide ongoing case management through office, telephone, virtual, and home-based contacts as appropriate; monitor services, reassess needs and eligibility, track progress, and evaluate service-plan effectiveness.
- Connect clients with medical, mental health, housing, food, transportation, financial, benefits, caregiver, and other community resources; advocate for and assist clients in accessing services.
- Coordinate with Healing Solutions Counseling and other JFS programs when clients would benefit from mental health counseling or additional agency services.
- Provide appropriate crisis referrals, follow established safety and de-escalation procedures, and report suspected abuse, neglect, or exploitation to appropriate authorities as required.
- Explain agency and program policies, eligibility requirements, and procedures; assist clients with forms and required documentation.
- Coordinate with clergy, community professionals, partner agencies, and other service providers when appropriate and with proper regard for client confidentiality.
- Support JFS food assistance, financial assistance, holiday programs, volunteer activities, and other client-service initiatives as assigned.

Faye's Place Elder Club Oversight Responsibilities

- Oversee the planning, implementation, coordination, and day-to-day operation of Faye's Place Elder Club programming in Buncombe and Henderson counties, ensuring a safe, welcoming, engaging, and person-centered environment.
- Assess prospective participants and caregivers to determine program appropriateness and service needs, using JFS-approved intake, cognitive, depression, quality-of-life, caregiver, and other assessment tools as applicable.
- Maintain communication with participants, families, and caregivers; monitor participant well-being, changing needs, continued program eligibility, and caregiver concerns.
- Develop and coordinate meaningful social, recreational, educational, cultural, music, arts, exercise, and other activities appropriate for participants' interests and abilities.
- Coordinate program logistics, including participant schedules, attendance, transportation, meals/menu needs, supplies, activity calendars, special events, and significant Jewish calendar observances as appropriate.
- Respond to and document participant incidents or emergencies in accordance with JFS policies and promptly communicate concerns to the Executive Director and appropriate staff.
- Recruit, orient, train, schedule, supervise, and engage Elder Club volunteers; provide clear expectations and ongoing support.
- Coordinate with JFS case management, counseling, senior services, and community partners to connect Elder Club participants and caregivers with additional services when needs are identified.

- Research outreach and referral opportunities to maintain appropriate enrollment and strengthen community awareness of the Elder Club.
- Stay current on best practices and emerging issues related to aging, dementia, caregiver support, group respite, and social engagement.

Administration, Documentation, and Outcomes

- Prepare timely, complete, and accurate case notes and program documentation in the agency's designated electronic record system.
- Maintain participant and client records, intake and registration forms, service plans, attendance, outcome measures, referral information, and other required documentation.
- Track case management and Elder Club outputs and outcomes and prepare statistical, grant, program, and other reports as requested.
- Maintain program procedures and systems and support compliance with funder, agency, confidentiality, and record-retention requirements.
- Attend JFS staff meetings, case consultations, trainings, and other meetings as required.

Community Outreach and Agency Responsibilities

- Work with the Executive Director and JFS team to publicize programs, identify outreach opportunities, and provide appropriate information for agency communications.
- Serve as a JFS liaison with community organizations and referral partners; conduct presentations and represent JFS at community meetings, conferences, fairs, and outreach events as assigned.
- Establish and maintain effective working relationships with clients, caregivers, volunteers, colleagues, funders, referral sources, and community partners.
- Maintain and follow JFS policies and procedures, participate on agency committees as appropriate, and assist with agency-wide events and initiatives.
- Perform other duties as assigned by the Executive Director consistent with the responsibilities of the position.

Compensation and Benefits

- Healthcare Stipend: JFS provides a monthly healthcare stipend to assist with the cost of individual health insurance coverage.
- \$54,000 - \$57,000
- Employer-Paid Healthcare Membership: JFS provides an employer-paid MercyMe Team Care membership for the employee and their family, offering unlimited in-office visits and access to a wide range of routine and urgent healthcare services, including annual health assessments, flu shots, X-rays and labs, eye exams, health screenings, and pharmacy/medication discounts. MercyMe Team Care is a healthcare membership and is not health insurance.
- Paid time off and holidays in accordance with JFS personnel policies.
- Other benefits provided in accordance with JFS personnel policies.

Working Conditions and Physical Requirements

This position includes office-based and community-based work and may require travel between JFS program locations and client homes. The employee must be able to participate actively in Elder Club programming and provide reasonable physical assistance to older adult participants with seating, standing, and walking. Reasonable accommodations will be provided in accordance with applicable law.

Equal Opportunity

Jewish Family Services of Western North Carolina, Inc. is an equal opportunity employer. Employment and participation in JFS programs are open to all regardless of faith, race, color, sex, gender identity, sexual orientation, ethnicity, national origin, age, disability, or other status protected by applicable law.

Application

Please submit a resume/CV, cover letter, and two professional references to the Executive Director. Employment is contingent upon successful completion of applicable background screening.