

Care Manager & Holocaust Service Manager II



Position Summary: This manager of the Aging Care and Connections Department will provide administrative and care management services to Holocaust survivor clients and family members. This position will also be responsible for supervising staff and supporting other ACC programming. Bilingual English/Russian language skills preferred.

Hiring Range: \$55,000 - \$65,000

Please submit a resume along with a cover letter letting us know why you are interested in this position.

Responsibilities:

A. Care Management: trauma-informed care.

Monitors and follows all grant requirements of the Holocaust Program. This includes but is not limited to following all guidelines for services and spending, timely and accurate reporting, and documentation

Provides care management and trauma-informed services to Holocaust survivor clients including completing initial and ongoing assessments and reassessments to qualify clients, support individual needs, and maintain status in the program.

Assists survivor clients with correspondence from Claims Conference or the German Government.

Assists with the allocation and distribution of homecare, medical, and emergency funds to survivors as needed in accordance with the specific grant guidelines. Maintains necessary documentation.

Provides education on and linkage to various local or state benefit programs and/or options for services that best meet the needs of the client and/or family members.

Provides ongoing service coordination including but not limited to referrals, advocacy, and mediation with the client and community service providers.

Conducts in-home intake applications and assessments, and occasionally provides direct assistance with transportation to appointments requiring care manager presence/advocacy.

Monitors client satisfaction with services and adjusts interventions as needed. Establishes professional and effective communication and collaboration with clients and others involved in their care.

Articulates current and future service benefits, outcomes, and costs clearly to clients and/or family members.

Responsible and accountable for accurate and timely completion of all applicable forms, data entry, statistics tracking, and documentation of care management activities.

B. Holocaust Service Manager

Provides supervision to Holocaust program support staff and interns
Manages funding-related contract and/or grant requirements of the Holocaust Program. This includes, but is not limited to funding applications, monitoring of services and spending, timely and accurate reporting, oversight of in-home assessments, meeting attendance, service waitlists, budget monitoring, and audit preparation
Collaborates with grant accountant to prepare and email quarterly reports for the Claims Conference for all grants.
Complies with new and changing requirements from the Claims Conference regarding survivor information.
Facilitates quarterly Holocaust Advisory Committee Meetings.
Keeps databases (Diamond and CareLogic) updated: Holocaust clients, program hours, funding sources and Holocaust client information for HSEAP reports for controller and billing staff.
Coordinates KAVOD SHEF funding for survivor clients.
Keeps informed and attends occasional events related to the Holocaust.
Keeps the greater Denver community informed regarding information received from the Claims Conference.
Acts as liaison between the Denver survivor community and the Claims Conference.
Assists with other ACC program delivery as necessary including Kosher meal delivery, the Congregate Meal Site, Pantry Delivery, Homemaker services, Counseling, and special events. Conducts program outreach and makes appropriate referrals as needed.
Attends internal or external meetings, as needed, to advocate for client wishes/needs.
Maintains knowledge of agency wide policies, department procedures and funding specific regulations.
Attend professional seminars, training, and in-services.
Provides technical assistance and general support to department volunteers and student interns.
Provides support to agency wide central intake as needed.
Actively participates in department and agency meetings as well as ad hoc committees, as requested by supervisor or director.
Designs and executes educational presentations to community stakeholders and JFS staff, as requested. Represents JFS at community outreach events.
Other duties as assigned.

I. Qualifications:

Effective interpersonal communication skills, knowledge of resources and available interventions for the older adult population, and comfort in conducting face-to-face assessments in client homes.
Detail-oriented with strong organizational and time management skills; flexible and able to work independently and in a team environment.
Bilingual Russian/English language skills, case management/social work experience, and/or Claims Conference experience preferred.

Basic computer skills, experience with Microsoft Office products, and familiarity with client database systems.
Must be a licensed driver with a reliable, insured vehicle.

II. Education: Master's or bachelor's degree in social work, counseling, human services, gerontology, or related human services field preferred.

III. Experience: 5 years experience working in social services, case management, counseling, gerontology, or social work preferred; 2-3 years of management experience preferred.

COVID-19 considerations:

Must be fully vaccinated for COVID-19 (proof required), subject to legally required exemptions.

Agency Overview: JFS is a nonprofit human services organization founded over 150 years ago that serves anyone in need, regardless of their circumstances or religious beliefs. With over 30 programs and services offered, including food security, housing stability, mental health counseling, aging care, employment support, and disability services, JFS takes a holistic approach to assessing the various needs of individuals or families and providing the appropriate services all within one organization. We continuously evaluate the evolving challenges of our community and adapt or develop programs to respond to the needs of the community.

We are actively seeking talented and skilled individuals regardless of creed, race, or religion. We are looking for the person with the right qualifications regardless of background or upbringing. We are a family-oriented organization that is committed to building a multifaceted and diverse workforce. We embrace an organizational culture that prioritizes well-being and highlights the unique contributions of each team member.

Our employees enjoy competitive pay and benefits, including medical, dental, vision, health savings accounts, flexible spending account, agency paid Life and Long-Term Disability, Legal/ID Theft, supplemental insurances, extended illness days, 401(k), 15 paid holidays, and a very generous leave program.

JFS is an Equal Opportunity Employer. The Agency does not discriminate on the basis of race, color, religion, national origin, sex (including gender identity), political affiliation, sexual orientation, marital status, age, disability, genetic information, membership in an employee organization, parental status, military status, or any other status protected by law or regulation. It is our intention that all qualified applicants are given equal opportunity and that selection decisions be based on job-related factors.