



Job Title: Eldercare Case Manager

Bridging Communities, Inc. ("BCI") is a grassroots collaboration involving local unions, businesses, residents, social service and faith-based organizations working together to create caring communities where people of all ages can live in dignity in Southwest Detroit. BCI's work improves the quality of life for elders by meeting their needs and the needs of the surrounding neighborhoods through creative collaboration and innovative programming.

BCI uses volunteer services to provide the pinnacle of compassionate, complete, and cost-effective service to assist elders in remaining in the community of their choice.

Job Summary:

BCI is looking for a self-motivated, charismatic, enthusiastic and bilingual Eldercare Case Manager to focus on the areas of community outreach and customer recruitment in Southwest Detroit. The Case Manager must possess strong leadership skills and have a strong understanding of community relations, public relations and eldercare case management. This person must champion the causes of the elderly with their housing issues and related needs in the Southwest Detroit community, with an emphasis on trying to improve their quality of life, and to help alleviate some of the challenges specific to an elder population.

Essential Job Functions

A. Eldercare Case Manager Responsibilities include:

- Obtains information on clients' social and living conditions and their immediate needs. Confers with elder clients to prioritize concerns and goals.
- Researches community resources which address clients' needs, and develops and monitors individualized service plans.
- Serves as a client's advocate, and seeks information, services and referral sources to heighten individual and family access to pertinent services in the community.
- Meets with clients and/or their families on a regular basis to provide emotional support, assess progress, and offer educational materials to enhance their knowledge base and to bolster independence in pursuit of defined goals, and assist with referrals to BCI or community resources.
- Documents all meetings with clients and their families, maintains up-to-date assessments, case notes, service plans, and other program-related documents.
- Maintains clients' confidentiality and complies with legal reporting requirements.

- Participates in case conferences with managers, team colleagues, and other professionals on a regular basis for peer review and input. Responds to requests for information from supervisors by compiling data, and creating reports.
- Manages caseloads and recalls case details.
- Reads, understands, and follows detailed BCI procedures, and various related laws and regulations.
- Maintains accurate records and documents actions.
- Identifies and makes referrals to local and regional providers of social, medical and/or other specialized services.
- Establishes and maintains cooperative working relationships; learns about resources for social, health, welfare, and related services.
- Maintains a supportive demeanor.
- Completes forms and follows protocols.
- Makes decisions using independent judgment.
- Establishes rapport with customers from diverse cultural and socio-economic backgrounds.

B. Community Outreach/Customer Recruitment Responsibilities include:

- Develops, promotes and executes on-site events, tours and other programs.
- Organizes educational programs.
- Promotes BCI services to customers and relevant community groups.
- Publicizes events through community contacts, publications and online calendars.
- Works with BCI Managers to ensure team members and clients are informed about upcoming events.
- Manages community programs including donation requests, and community boards.
- Grows email and other clients relationship lists.
- Blankets relevant communities with BCI marketing collateral.
- Identifies and develops community partnerships.
- Critically analyzes all opportunities with an eye on ROI.
- Develops and maintains a database of contacts.
- Creates email press releases and follow-up; gets press coverage for events.
- Champions BCI programs to third parties.

Education, Knowledge and Skills Required:

- Bachelor's degree in Social Work, Psychology, or related field.
- Bilingual – English/Spanish
- Experience in public/community relations, and event planning for an elder population.
- Passion for the elderly and their unique challenges of living in the SW Detroit area.
- Strong communicator, collaborator and team player.
- Strong writing and presentation skills.
- Demonstrated success in developing and implementing campaigns in support of goals and objectives.
- Results oriented.
- Strategic thinker with analytical skills.
- Experience with MS Word, Excel and PowerPoint.
- Availability to work weekends as necessary.
- Knowledge of public benefits and state programs.

Send cover letter and resume to Phyllis Edwards via email at
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