

## **LUTHERAN FAMILY SERVICES ROCKY MOUNTAINS**

### **Job Description**

**Job Title:** Guardianship Program Manager, Older Adult and Caregiver Services  
**Department:** Older Adult and Caregiver Services  
**Reports To:** Program Director  
**FLSA Status:** Exempt  
**Prepared By:** Forté Human Resources  
**Prepared Date:** March 20, 2017  
**Updated:** March 23, 2017  
**Approved By:** Forté Human Resources  
**Approved Date:** March 27, 2017

#### **SUMMARY**

The Older Adult Caregiver Services' (OACS) Guardianship program is a new initiative of Lutheran Family Services to serve older adults who lack capacity for decision making as well as a decision maker. The Guardianship Program Manager will be responsible for the overall development, implementation and evaluation of the Guardianship program. This position will also be responsible for the development of relationships with strategic public, private, financial and legal partners in advancing the programmatic goals of Lutheran Family Services Rocky Mountains.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Program Manager:

- Develops and maintains relationships with key hospital partners leading to solid referral base and ongoing support for clients.
- Develops and modifies pilot guardianship program, including: intake process, identifying appropriate clients, follow potential clients through guardianship process and act as guardian
- Carries a caseload of guardianship clients and oversees all aspects of client's care through: assessing needs of clients; developing and implementing care plan; conducting in-person visits; maintaining confidential client records; and maintaining contact with other local service providers to assure maximum assistance to clients.
- Works with attorneys and courts to apply for guardianship for appropriate cases.
- Works with Intake Coordinator to determine process for receiving new calls and determining appropriate clients.
- Works with Director of Program Support and Director of Older Adult and Caregiver Services to track meaningful evaluation data and communicate results with partner and funders.
- Monitors budget and expenses related to project, as well as identify potential new funding partners.
- Attends and participates in all mandated trainings, work groups, staff development/training activities to enhance skills and develop professional knowledge.
- Responds to telephone requests for information and referrals to services in the community as appropriate.
- Provides education, training and awareness programs on older adult issues to churches and other community groups or organizations.

Guardian:

- Oversees and coordinates legal, medical, social, and psychiatric case management services fulfilling the role and duties of Guardian for diverse populations of individuals with varying degrees of disabilities and challenging life circumstances who have been declared wards of Lutheran Family Services.
- Develops, implements, and manages the Initial Ward Care Plan for all new guardianship cases which is tailored to meet the ward's individual needs and level of functioning for shelter, clothing, food, and medical, social, educational, legal and psychiatric care.

- Establishes and monitors living arrangements that are in the best interest of the ward. This may include removal from current residence to another domicile such as a group home, nursing home or a more structured facility.
- Monitors the living condition of assigned wards to ensure that he/she is receiving care, comfort, and supervision, and that their basic needs of food, shelter and medication (if needed) are met, whether the ward resides alone, in a group home, a nursing home or in a more restrictive facility.
- Coordinates and consents to medical and psychiatric treatment of the wards.
- Prepares and maintains comprehensive, accurate and timely case documentation including petitions, court reports, correspondence and case notes, prepares documentation necessary to present to the courts to establish guardianships and may appear and testify in court proceedings. Completes and updates Ward Care Plans, Residential Facility Agreements, Annual Reports, Annual Inventories and other documents accurately and timely. Documents all personal property information in internal database and files items in case records maintaining an up-to-date ward file. Completes final report and closes case within established time lines
- Provides and serves as ward's rights advocate:
  - Applies for all public and private financial and medical benefits.
  - Makes referrals to community health, social services, state agencies, benefit carriers and other agencies identified in the plan of service.
  - Researches and secures all available incomes and insurance benefits.
  - Provides on-going case management to ensure the well-being of wards assigned including conducting monthly visits and inspections of wards' residences.
- Develops and maintains professional relationships with internal and external stakeholders such as residential facilities, care providers, county attorneys, judges and court staff, Social Security Administration, Veteran's Administration, Medicaid, Medicare, private pension and medical insurance companies, clients, and the community.

**OTHER DUTIES** include the following:

- Works on committees and/or community workgroups to promote the OACS program.
- Meets with community members, church leaders and other organizations, to educate about the program and encourage referrals.
- Presents at outreach events with the purpose of educating people on the value or contracting with a care management agency.
- Assists the Older Adult and Caregiver Services Program Director in developing program goals, objectives, annual work plan and budget.
- Assists with developing grant proposals by providing information about community and client needs. Assists with writing and reviewing grant proposals when requested.
- Promotes a positive and supportive work environment and provides continuing support to OACS' team.
- Performs other duties as assigned.

**SUPERVISORY RESPONSIBILITIES**

As program grows, this position will supervise team of guardians and case managers.

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Proven track record of project monitoring and evaluation.
- Experience with geriatric populations, cognitive and mental health conditions and family systems.
- Experience completing and monitoring social service applications, SNF placements, and identifying appropriate community resources.
- Proven track record of building partnerships and relationships with community partners and hospital systems.
- Supervisory and organizational ability
- Ability to read, analyze and interpret financial, technical and legal information and to be able to communicate such information to older adults.

- Written communication skills and the ability to make presentations before groups of people.
- Broad knowledge of social work practice, especially in the field of Gerontology.
- Knowledge of systems and programs in the community that serve older adults.
- Skills in problem solving, negotiations, decision making and mediating conflict.
- Ability to relate well to older adults and families of diverse backgrounds.
- Ability to self-start and work well in a team setting.
- Skill in provision of direct clinical services.
- Computer skills including Microsoft Word, use of emails and the completion of computer-based forms.
- Possesses a valid Colorado driver's license; has a reliable and consistently available vehicle; and is able to regularly travel throughout the agency's service area by way of interstate highways and primary and secondary roads, including those passing through the mountainous terrain within the state and region.
- Must carry automobile liability insurance at the level of \$100,000/300,000/100,000
- Demonstrates commitment to the mission, values and vision of Lutheran Family Services Rocky Mountains.

### **EDUCATION and/or EXPERIENCE**

- Master's degree in Social Work or Nursing
- Seven to ten years of case management experience in addition to progressive management experience in a large healthcare organization.
- LCSW or RN preferred
- Preferred skills include hospital, nursing home or other medical social work experience.

### **LANGUAGE SKILLS**

Ability to read, analyze, and interpret professional journals, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

### **REASONING ABILITY**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of instructions and deal with several abstract and concrete variables.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Preferred, but not required, Licensed Clinical Social Worker (LCSW)

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee frequently is required to stand, walk, sit, reach with hands and arms, and taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

The noise level in the work environment is usually quiet.

**OTHER**

- Other: Assist older adults with disabilities, wheel chair, walker, stand-by assist
- Equipment used: laptop, computer, fax, copier, cell phone, phone, car
- Access: stairs, elevator
- Travel: Every day, local
- Work Hours/Shifts: M-F, sometimes weekends and evenings, respond to cell phone emergencies

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**Employee Signature**

**Date**

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**Employee Name Printed**