



CASE MANAGER

AGING AND FAMILY SERVICES

REGULAR, PART-TIME (32 HOURS/WEEK)

Recruitment Timeline

First Review of Applications:
September 16, 2022

Interested applicants are encouraged to apply as soon as possible.

Interviews:
To be determined

Compensation & Benefits

Hourly Salary Range:
\$39.35 - \$47.82

A summary of benefits can be viewed online: [Benefits Summary](#)

This position is represented by the City of Fremont Employee Association (CFEA) bargaining group.

[Apply Here!](#)



The City of Fremont's Human Services Department has an exciting opportunity to join a dynamic team!

The Position

The Multipurpose Senior Service Program (MSSP) Case Manager will perform professional and clinical social work tasks and duties for older adults living with complex medical conditions to assist them to obtain optimum health, financial, and/or social services. As a member of the Human Services Department, this position reports to a Clinical Supervisor in the Aging and Family Services Division.

Under guidelines provided by the State of California, the MSSP Case Manager provides case management to frail seniors who are MediCal eligible and 65 years of age and older, to support them to live in their own home. This position joins a multi-disciplinary team of a social worker and a nurse and will perform case management functions in the cities of Fremont, Newark, Union City and Hayward. This position requires driving to conduct community visits, including visits to client homes and medical facilities. Participants in the MSSP program have significant medical and/or caregiving deficits and are at risk of further deterioration and/or institutionalization. The Case Manager will evaluate clients for medical appropriateness (RN only), conduct assessments (health and/or psychosocial), formulate detailed care plans, access/advocate for services, and monitor client care. The program serves a diverse client population, and the candidate must feel comfortable working with monolingual non-English speaking clients and/or through interpreters.

This is a regular, part-time position (32 hours/week) and will receive pro-rated benefits.

Examples of Duties

- Manage a caseload of 28-32 clients comprised of older individuals with complex medical conditions.
- Conduct comprehensive client assessments, and develop and monitor service plan.
- Collaborate with team members, Human Service programs, and community agencies.



Human Resources Department
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www.fremont.gov/humanresources

Examples of Duties Continued

- Conduct home visits and provide other community interventions as needed.
- Conduct inter-agency and/or family conferences.
- Advocate for clients in accessing services.
- Monitor services provided for each client.
- Maintain timely electronic documentation of services, reporting, and billing.
- Participate in peer chart audits and outside audit preparation.
- Prepare and present training, outreach, and educational sessions and materials.
- Supervise interns in graduate and undergraduate programs.
- Prepare written and statistical technical reports.

The Ideal Candidate

The ideal candidate will be a dynamic nurse or social work professional to complement our Multi-Purpose Senior Services Program (MSSP). Qualified candidates will have considerable knowledge of the principles and practices of social services provided to older adults, families, including interviewing, conducting health/psychosocial assessment, service plan development, service coordination, and care monitoring. Other qualifications include excellent English communication skills, the ability to work in a multi-disciplinary team setting, and familiarity with word processing, spreadsheet, and electronic charting programs.

Bilingual fluency in Spanish, Chinese, Dari, Russian, and/or Hindi is desirable. The need for a bilingual Case Manager is dictated by the demographics of the individuals who seek our assistance.

Education and Experience

Any combination of education and experience which has provided the knowledge and abilities necessary to satisfactory job performance would be qualifying. A typical way to obtain the required knowledge and abilities would be:

- Master's degree in Nursing, Psychology, Social Work, Counseling, Sociology, Gerontology, or a related field and one year of case work experience, **or**
- Bachelor's degree in Nursing, Psychology, Social Work, Counseling, Sociology, Gerontology, or a related field and three years of social service experience, one year of which has been with children, youths, senior citizens, or family serving programs.

Licenses/Certificates/Special Requirements

This position requires the ability to travel independently within and outside City limits. Therefore, a valid Class C California Driver's License is required by time of appointment.

California RN license unencumbered required for nurse candidates.



Application Process

How to Apply: Candidates may apply for this position by submitting a completed City application, resume and supplemental questionnaire through the online application system (Government Jobs) at: <https://www.governmentjobs.com/careers/fremontca>

Selection Process

The process may include oral panel and individual interviews, professional reference checks, fingerprint check for criminal history, and other related test components. Only those candidates who have the best combination of qualifications in relation to the requirements and duties of the position will continue in the selection process. Meeting the minimum qualifications does not guarantee an invitation to participate in the process.



Reasonable Accommodation: Human Resources will make reasonable efforts in the examination process to accommodate persons with disabilities. Please advise Human Resources of any special needs a minimum of 5 days in advance of the selection process by calling (510) 494-4660 or emailing humanresources@fremont.gov.

The City of Fremont is an Equal Opportunity Employer.

The information contained herein is subject to change and does not constitute either an expressed or implied contract.

SUPPLEMENTAL QUESTIONNAIRE

The completion of this supplemental questionnaire is required for your application to be considered for the Case Manager (Aging and Family Services) position, and is an integral part of the examination process. This supplemental questionnaire will be used to assess your qualifications as it relates to the Case Manager (Aging and Family Services) position. Your responses will be evaluated and compared to your application and will assist in determining which applicants will receive further consideration for the selection process.

When you apply online you will be required to respond to the following questions:

1. Please be specific in answering the Supplemental Questions as they will be used to evaluate which applications will be given further consideration in the process. Do not answer “see resume” or “see application” as these are not valid answers. Select “Yes” to reflect that you have read and understand this statement.

- Yes
- No

2. What is your highest level of education?

- Did not complete high school or equivalent
- High school diploma or equivalent
- Some college
- Associate's degree
- Bachelor's degree
- Master's degree or higher

3. If you answered “Bachelor’s degree” or “Master’s degree or higher”, in which field(s) did you receive your degree(s)? Additionally, list any relevant licenses and certifications you possess.

4. Describe your case management experience. Please include your role and responsibilities, case load, length of time, and the name of the organization where you obtained your experience. Also please indicate whether your experience involved working with older adults and/or their families.

5. What do you think are some challenges faced by older adults that this case management position could assist with? What are some strengths that older adults may have that you can build on?

6. Describe your experience working on multi-disciplinary teams and explain your role. What do you see as the benefits and challenges of working on a multi-disciplinary team?

7. Describe your work with diverse populations. Please include your role and responsibilities. Give examples of working with older adults when relevant.

8. List any languages you speak and your level of proficiency.

9. Describe your experience with technology (i.e. documentation in electronic health records, using MS Teams or Zoom for telehealth, and other computer software).