

Case Manager

Aging and Family Services



Dynamic Environment. Rewarding Careers.

The Organization

Fremont is a well-managed and innovative city! Located in the heart of the Bay Area and Silicon Valley, Fremont prides itself on innovation, clean technology and advanced manufacturing, a low crime rate, great schools, a low unemployment rate, quality parks, nearby open space, and an incredibly diverse population of over 235,000 residents. With its strong and diversified business base, Fremont is an important economic force in the region. The City strives to be an innovator in municipal government, with dynamic leadership provided by the City Council and City Manager.

The Department

Fremont's Human Services Department is nationally and internationally recognized for its innovation and effective programs. The Department works to sustain the City's social service infrastructure which promotes a healthy and safe environment for all residents. The Department also directly offers services to residents throughout their life course from infants to elders. Services offered to families are designed to help them become or remain self-sufficient. The Aging and Family Services (AFS) Division is committed to meeting the needs of a growing senior population and providing a continuum of services to help elders remain independent, safe and in their own homes.

The Position

Under direction, the Case Manager will perform professional and clinical social work with older adults with complex medical conditions and/or families to assist them to obtain health, financial and/or social services. As a member of the Human Services Department, this position reports to a Clinical Supervisor, and is characterized by the responsibility to provide comprehensive psycho social assessments and develop and implement care management plans. That may focus on connecting to public benefits, budgeting, accessing medical care etc. The position works within a team of professionals and will be required to work collaboratively with team members and community partners. In order to perform responsibilities, the Case Manager will be required to conduct site visits to client homes, medical facilities, and other community locations.

Examples of Responsibilities

- Manage a caseload of clients comprised of individuals with complex medical and co-occurring conditions, including SUD or homelessness.
- Conduct comprehensive client assessments to develop appropriate service plans and monitor them closely.
- Assist clients to develop support systems to maintain independent living, self-sufficiency and family stabilization.
- Provide crisis intervention.
- Collaborate with supervisor, team members and other Human Services programs and community agencies.
- Make home visits and provide other community interventions as needed.
- Conduct inter-agency and/or family conferences.





- Provide supportive counseling and advocacy for clients.
- Monitor services provided for each client.
- Maintain timely electronic documentation of services, reporting, and billing.
- Prepare and present training and educational programs and publicity materials.
- Prepare written and statistical technical reports.
- Supervise interns in graduate and undergraduate programs placed at AFS.

Minimum Qualifications

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:

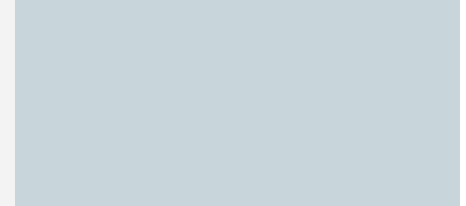
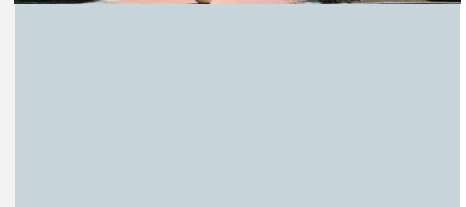
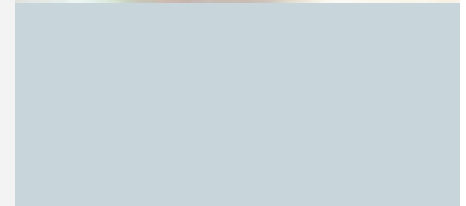
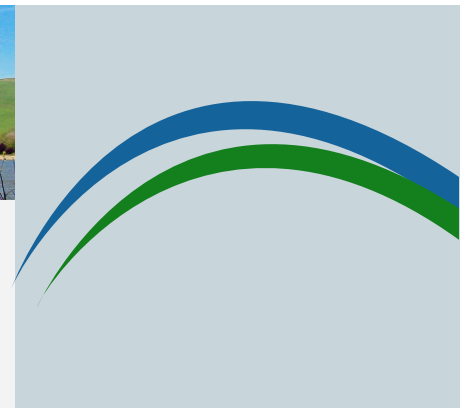
Education and Experience: Master's degree in Psychology, Social Work, Counseling, Sociology, Nursing, Gerontology, or a related field and one year of case work experience, **or** Bachelor's degree in Psychology, Social Work, Counseling, Sociology, Nursing, Gerontology, or a related field and three years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

Licenses/Certificates/Special Requirements: Possession of a valid Class C California Driver's License is required.

Ideal Candidate

Qualified candidates will have considerable knowledge of the principles and practices of social services provided to families, including interviewing, diagnostic 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 Chinese, Farsi or Hindi is preferred. The need for a bi-lingual Case Manager is dictated by the demographics of the individuals who seek our assistance.



The Application & Selection Process

To be considered for this opportunity, apply [online](#).
The application process requires the following:

- **Completed application**
- **Resume**
- **Supplemental questionnaire**

The process may include panel interviews, reference checks, fingerprint check, and other related 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.

Tentative Recruitment Schedule

This position will remain open until filled.

Applications will be considered as they are received.

Oral Panel Interviews - TBD

Finalist Interviews - TBD



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 with a minimum of five (5) days in advance of the selection process by contacting Human Resources at (510) 494-4660 or at 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.

Compensation & Benefits

Annual Salary Range – \$74,958 - \$91,104. Placement within the range will be made depending upon the qualifications and experience of the selected candidate.

The following generous benefits are provided:

Medical – A variety of plans are offered through CalPERS.

Dental – Plans are offered through Delta Dental.

Vision – Plans are offered through VSP.

Health Benefit Allowance – The City contributes up to \$2,280 towards health benefit premiums (medical, dental and vision) and unused allowance up to \$580 is paid monthly to the employee.

Retirement – As defined by the Public Employees' Pension Reform Act of 2013 (PEPRA) and in the CalPERS retirement system:

- **Classic Members** will receive CalPERS retirement benefits under the 2% at age 60 plan.
- **New Members** will receive CalPERS retirement benefits under the 2% at age 62 plan.

Deferred Compensation

- **Voluntary Plan Options** – The City offers two optional 457 plans for employee participation.

Income Protection – The City provides basic plan coverage for Life and Accidental Death and Dismemberment and Long Term Disability with additional coverage available for purchase by the employee.

Flexible Benefit Plan – Employees have the option to contribute tax-free income for medical premiums, healthcare reimbursement and dependent care reimbursement.

Commuter Benefits (Parking and Transportation) – Employees have the option to set aside money on a pre-tax basis to pay for work-related commuting and parking expenses.

General Leave – 192 hours per year

Holidays – 12 days paid and 1 floating holiday

A complete [benefits summary](#) can be viewed online.



SUPPLEMENTAL QUESTIONNAIRE
CASE MANAGER (AGING AND FAMILY SERVICES)

The selection process will consist of an evaluation of the applicant's education, training and work experience based on the application and responses to the supplemental questionnaire. Responses to the supplemental questionnaire must reflect the work experience that is included in the "Work Experience" section of the online application. Only those candidates whose backgrounds best match the position will be invited to proceed in the selection process. Additional phases of the selection process will consist of one or more interviews, one of which may include a practical/writing exercise.

You will be prompted to respond to the following questions during the online application process:

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 social service experience. Please include your role and responsibilities, and the name of the organization or employer where you obtained your experience. Also please indicate whether your experience involved working with older adults.

5. How many years of case management experience do you have?
 - None
 - Less than 1 year
 - 1 yr to less than 2 years
 - 2 years to less than 3 years
 - 3 years or more



SUPPLEMENTAL QUESTIONNAIRE
CASE MANAGER (AGING AND FAMILY SERVICES)

6. Describe your case management experience. Please include your role and responsibilities, and the name of the organization or employer where you obtained your experience. Also please indicate whether your experience involved working with older adults.

7. Describe your work with diverse populations. Please include your role and responsibilities.

8. Please list any languages you speak, and your level of proficiency.
