



CITY OF SUNNYVALE
Department of Human Resources
505 West Olive Ave., Suite 200
Sunnyvale, CA 94086

<http://www.sunnyvale.ca.gov>

**INVITES APPLICATIONS FOR THE POSITION OF:
Casual Senior Case Manager 2**

An Equal Opportunity Employer

SALARY

\$26.80 - \$34.21 Hourly

OPEN DATE: 09/01/17

CLOSE DATE: Continuous

THE POSITION

**Casual Senior Case Manager 2
Job Code: 9585**

Note: Casual non-benefited employees are limited to working no more than twenty-five (25) hours per week and no more than 900 hours in a fiscal year (July 1-June 30).

A copy of your California Department of Motor Vehicles (DMV) record printout is required for this position and should be submitted at time of application. Your DMV printout must be current (dated within the last 30 days). If you are an out of state applicant, please submit a copy of your state's DMV printout. California DMV driver record printouts may be obtained online at:

<http://www.dmv.ca.gov/online/dr/welcome.htm>.

City of Sunnyvale is currently recruiting for a Casual Senior Case Manager. Under direction of a Community Services Manager, this position performs professional social work with older adults and/or families to obtain health, financial and social services; provides assessments and develops and implements case management plans; performs related duties as required. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of operating procedures and policies within the department.

Care management program advocate and support seniors in their efforts to maintain their independence, age successfully and age with dignity. The primary role of a case manager is to support seniors' welfare by connecting them and their families to services and resources available from nonprofits and privately funded organizations. A case management program prepares individualized care plans and manages the coordination, procurement and monitoring of services.

Job responsibilities include but are not limited to: referral intake, comprehensive assessment (to collect psycho-social, functional, health, financial, and housing information) care planning, service arrangement, and care monitoring. The Case Manager conducts visits to clients' homes.

The position requires good time management skills, organization, oral and written communication skills, and basic computer skills. The ability to work with diverse populations is needed; fluency in a second language is a plus. Familiarity with social services and community resources for older adults is needed.

ESSENTIAL JOB FUNCTIONS

- Provide a comprehensive assessment of culturally diverse clients to collect functional, environmental, psychosocial, economic, and health status to determine their needs and create a cost effective care plan. Conduct in office or in home visits.
- Provide comprehensive Information and Referral Services. Develop support systems to meet client needs by identifying and coordinating a variety of available services.
- Organize and accomplish all tasks related to assessing the client, developing the care plan, implementing the service plan, conduct follow up, and monitoring of the plan. Maintain a professional relationship with each client
- Maintain accurate records and documents. Maintain professional charting and documentation of client progress in a timely fashion. Prepare written reports for city and cooperating agencies. Carry a caseload of 30-45.
- Serve as an advocate and a community resource. Process referrals and consults to and from community sources and other Care Managers. Develop and coordinate promotional information for seminars and social service programs.
- Professional Development. Participate in workshops, seminars and meetings which help increase understanding and growth in Care Management (continuing education);
- Assist in the recruitment, training, supervision, and support of volunteers and part-time staff;
- Function as a member of the Senior Center staff team. Participate in meetings and related activities as required. Ensure compliance with City policies and procedures.
- Provide on-going communication with the Community Services Manager regarding significant occurrences, problems or potential problems affecting clients or staff;
- Establish and maintain knowledge of community resources. Establish a rapport with community agencies and representatives.

WORKING CONDITIONS

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in using a computer keyboard. Additionally, the position requires near and far vision in reading reports and work related documents and using a computer. Acute hearing is required when providing phone and personal customer service. The need to lift, drag and push files, paper and documents weighing

up to 10 pounds is also required. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodation.

MINIMUM QUALIFICATIONS

Knowledge of:

- Principles and practices of social work as applied to senior populations;
- Principles and techniques of interviewing, mental health, diagnostic assessment and a variety of counseling methods;
- Medical, psychological, educational, social service, legal, and community resources;
- Local, state, and national social service programs for older adults including but not limited to: Medicare, Medi-Cal; Social Security; State Disability Insurance; Supplemental Security Income; Housing Assistance Programs; Immigration & Naturalization Services; US Citizenship Procedures; Food Programs; Low-Income Assistance Programs; In Home Supportive Services; Transportation Services.
- Signs and symptoms of mental illness and diseases which cause memory loss;
- Family dynamics and human behavior related to the aging process;
- Cultural influences on behavior in a multicultural community;
- Laws and regulations regarding elder abuse and functions of public assistance and social service systems.

Ability to:

- Plan, develop, and implement case management plans;
- Conduct home site visits; assess undefined, potentially complex situations; use diagnostic assessment tools to assess physical and psychosocial needs of clients; engage clients in the problem solving process;
- Interpret and explain complex laws and regulations to clients and the general public;
- Prepare and present training programs and workshops;
- Analyze situations and determine proper course of action by making decisions and utilizing independent judgment;
- Maintain records and prepare clear, concise, and complete reports;
- Know signs and symptoms of mental illness; understand cultural influences on behavior; identify need for services; analyze and assess elders and caregivers by active listening and direct observation;

- Intermittently interpret laws, regulations and elder service programs; problem solve to assess needs of clients; observe seniors for assessment purposes; and explain regulations and findings to clients and families;
- Work with various cultural and ethnic groups in a tactful and effective manner; obtain information through questioning; establish and maintain effective casework relationships with clients;
- Use a computer, calculator, telephone, and photocopy machine; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships with those contacted in the course of work.

Minimum Requirements:

A Master's Degree in Social Work, Gerontology, Psychology, Sociology, Counseling, Rehabilitation, or other related field and one year of Care Management experience with the older adult population; or a Bachelor's Degree in the same fields and two years of Care Management experience will be considered.

LICENSE/CERTIFICATES

Possession and continued maintenance of a valid class C California driver's license and a safe driving record, or the ability to provide alternate transportation which is approved by the appointing authority.

APPLICATION AND SELECTION PROCESS APPLICATION PROCESS

If you are interested in this opportunity, please submit your City of Sunnyvale employment application **and** a current (issued within the last 30 days) Department of Motor Vehicle driving record printout to the Department of Human Resources.

Candidates are asked to fully describe any training, education, experience or skills relevant to this position. Electronic applications may be submitted on-line through the City's employment page at Sunnyvale.ca.gov and click on City Jobs or application materials may be submitted to: Department of Human Resources, 505 West Olive Avenue, Suite 200, Sunnyvale, CA 94086. Late or incomplete applications will not be accepted.

SELECTION PROCESS AND INFORMATION ABOUT PROOF OF EDUCATION

Applications will be competitively screened based on the minimum qualifications of this position and evaluated for job-related skills, experience and education. Based upon a review of the application materials, the most qualified candidates will be required to submit proof of education (i.e., original copy of the diploma or college/university transcripts). Applications will then be forwarded to the hiring department for review and consideration. Individuals with the best match to the position will be invited to participate in an interview. There are a limited number of positions and this job posting may close without notice.

Any candidate selected by the hiring department will be required to successfully complete a pre-employment process, which may consist of a comprehensive background investigation, as well as medical exam(s) administered by a City-selected physician(s) before hire. Prior to starting work, all newly-hired employees will be fingerprinted to check conviction history. A conviction history will not necessarily disqualify an applicant from appointment; however, failure to disclose conviction history will result in refusal of employment or termination. Positions which are covered by the Department of Transportation regulations are required to submit to a pre-

employment drug test and to random drug and alcohol testing.

ADDITIONAL INFORMATION

For more information regarding this employment opportunity, contact Gerard Manuel at (408) 730-7365 or email: gmanuel@sunnyvale.ca.gov. For information relating to the application process contact Faye Brand, Human Resources Technician at (408) 730-3015 or email: fbrand@sunnyvale.ca.gov.

The information contained within this announcement may be modified or revoked without notice and does not constitute either an expressed or implied contract.

The City of Sunnyvale is an Equal Opportunity Employer. It is the policy of the City of Sunnyvale not to discriminate against all qualified applicants or employees on the basis of actual or perceived race, religion (including religious dress or grooming practice), color, sex (includes gender, pregnancy, childbirth, medical conditions related to pregnancy or childbirth, breastfeeding or medical conditions related to breastfeeding), gender identity and/or gender expression, sexual orientation (including heterosexuality, homosexuality and bisexuality), ethnic or national origin, ancestry, citizenship status, uniformed service member status, marital status, family relationship, age, cancer or HIV/AIDS related medical condition, genetic characteristics and/or genetic information, and physical or mental disability. Applicants needing special accommodations for testing should submit a request to the Department of Human Resources at time of application.

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:

<http://www.sunnyvale.ca.gov>

OR

505 West Olive Ave., Suite 200,
Sunnyvale, CA 94086

EXAM #17-00117

CASUAL SENIOR CASE MANAGER 2

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Casual Senior Case Manager 2 Supplemental Questionnaire

* 1. **Instructions for completing the supplemental questionnaire:**

This supplemental questionnaire will be a primary tool in the evaluation of your qualifications for this position. The supplemental information that you provide will be evaluated along with your completed application. Please limit your response to one page per question. In answering the question(s), be as specific as you can. Some questions may include multiple parts (i.e., (a), (b), (c), (d), etc.). Please make sure to address each part of each question in the supplemental questionnaire below.

Please be advised that you will be 'timed out' of this page after 30 minutes.

Therefore, it is best to copy the supplemental questions that require text answers from this page into a document that you can save on your computer, produce your responses in that document, and then copy and paste the responses into the space provided below. Additionally, please save your work continuously.

The completed application and responses to supplemental questions constitute an examination. **Note: qualifying experience must be reflected on the job application form.**

Resumes may be attached, but they will not be accepted in lieu of completing the job experience section of the application or the supplemental questions. The information you provide will be used to further identify those applicants who are best qualified to continue in the selection process for this position.

Your responses to the questions that require you to detail your background and experience should include the following information: *

- The number of years of experience you have had performing the duties that you are describing;
- The name(s) and type(s) of organization(s) where you obtained such experience; and,
- Your role and specific responsibilities within the organization(s).

****Responses to the supplemental questions that indicate "see resume" are considered incomplete.*** By checking the 'Yes' response below, I indicate that I have read these instructions for completing the supplemental questionnaire and in accordance with these instructions, I understand that written responses to the supplemental question(s) listed below are required, in order to evaluate my qualifications for this position and for my application to be considered complete.

Additionally, I certify that I have completed the following supplemental questionnaire on my own; the answers accurately reflect my training, education and experience; and, I understand that my responses are subject to verification.

☐ Yes ☐ No

* 2. Are you a current regular City of Sunnyvale employee?

☐ Yes ☐ No

* 3. Please describe in detail your experience in performing professional social work with older adults and/or families to obtain health, financial and social services. In your response, include the following: (a) your role and level of responsibility in the organization(s); (b) the type of organization(s); and, (c) the specific tasks you were responsible for.

* 4. Casual Case Manager 2 requires a Master's degree in Social Work, Gerontology, Psychology, Sociology, Counseling, Rehabilitation, or other related field and one year of

Care Management experience with the older adult population; or a Bachelor's Degree in the same fields and two years of Care Management experience will be considered. Do you have the required degree and experience?

☐Yes ☐No

* 5. If you answered yes to the previous question, please list your degree and experience. If no, indicate N/A.

* 6. Based upon a review of the application materials, the most qualified candidates will be required to submit proof of education (i.e., original copy of the diploma or college/university transcripts). Have you attached proof of education to your application?

☐Yes ☐No

* 7. A copy of a current California Department of Motor Vehicles (DMV) record printout is required for this position. The California DMV record printout should be submitted at time of application. The report can be scanned and submitted on-line with your application. Have you included a current (issued and printed within 30 days prior to application) California DMV printout with your application?

☐Yes ☐No

* Required Question