



**Community Options Specialist/Case Manager (Veterans Directed Care Program)  
Ferguson, MO 63135**

8:00 a.m. – 4:30 p.m. (40 hrs./wk.) Mon-Fri

**This position supports the Agency by guiding older adults and their caregivers through the healthcare and social services systems. They assess client needs, coordinate care plans, connect families with government and private benefits, and help individuals transition from nursing homes back into the community.**

**General Description:**

- Interviews with clients/families by phone or in person and make appropriate referrals and follow-ups
- Completes assessments and performs options consulting and/or case management for Title III Band Family Caregiver Support Programs
- Performs reassessments for Medicaid clients and prepares associated care plan documents
- Performs options consulting for referred nursing home residents and assist with transition planning as well as on-going community support
- Coordinates consumer services with partner agencies such as DHSS, FSD, SSA, CMS, etc.
- Provides benefits outreach, counseling, and application assistance for a variety of public and private assistance programs
- Develops local community contacts and represents the agency in community partnerships
- Provides support and local resource information to Senior Center staff and participants
- Assists with development and coordination of special projects, community information, and outreach
- Maintains and reports accurate data about information requests, referral actions, and follow-up activity
- Adheres to contractual and grantee guidelines related to services being provided
- Assists with volunteer recruiting and training

**Requirements:**

- Bachelor's Degree in Human Services or related field & at least one year experience in human services delivery and case management
- AIRS Certification within first year of employment
- Computer proficiency in spreadsheet, word processing & database applications
- Knowledge of community resources, social agency programs & services
- Understanding of professional social work ethics and practices
- Excellent written and verbal communication skills
- Local travel required, must have a valid MO driver's license, dependable transportation and automobile insurance as required by the State of Missouri
- Supports a welcoming, collaborative, and respectful environment in words and actions that encourage inclusion and representation for all community members, clients, and fellow employees

**See next page for additional details.**



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**Benefits Package:**

- \$2,115.20 Bi-Weekly Salary (40hrs./ wk.)
- Medical, PPO or HSA
- Dental/Vision
- Excellent retirement savings plan
- 14 Paid Holidays
- 17 Days PTO
- Life insurance with buy-up options
- Agency paid short-term disability
- Life Insurance with buy-up options
- Employee Assistance Program

**Why People Love This Role:**

- Consistent weekday schedule
- No weekends or evenings
- Supportive team culture
- Generous benefits
- Meaningful work serving older adults in the local community

**Interested in this position?**

Contact H.R. Manger Laura Reich

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