

Elder Law of East Tennessee

Job Description: Elder Care Coordinator

About the Firm: Our firm is client-centered and focused on the unique legal and care needs of the elderly, their families, and individuals of all ages with special needs. Through a comprehensive collection of highly individualized services delivered with honesty, respect, and compassion, we help protect what matters most to our clients: quality of life for loved ones, cherished relationships, family wealth, and peace of mind. Areas of services include long-term Life Care and Disability Planning; Care Coordination; Estate Planning; Conservatorship; and Medicaid and VA Benefits Planning.

Position Overview: The Elder Care Coordinator (ECC) is the social service professional on the client's legal team. He or she develops long-term relationships with clients and their families and assists with evaluating care and residential options, assessing eligibility for public benefits, managing care transitions, and providing support to family caregivers. The ECC is the family's primary point of contact with the firm for care issues and serves as a liaison between the client and his or her family and the appropriate community resources. The ECC is a client advocate both within our firm and in the community.

This is a full-time position. The person filling this role will be expected to work from home at least part-time and will likely serve some upper East Tennessee counties. ELET will reimburse mileage expenses incurred while driving to serve clients.

Requirements: Minimum of LCSW, BSW/MSW, LPN, or RN required. Experience within the medical field is not necessary but a plus. The ECC should be a self-starter who is organized and able to work independently. Experience in case management and ability to develop care plans to meet clients' specific needs are required. The ECC must be comfortable working with people from a wide range of backgrounds and providing prompt guidance with honesty, respect, and compassion. He or she must be able to guide and advise clients and families through difficult transitional or crisis situations, helping them to get the care they need and restoring a sense of calm and peace of mind to their families. Strong writing skills are necessary to deliver comprehensive care plans to clients. Because client needs are unpredictable, the ECC must be comfortable with re-assessing situations and making adjustments to plans or strategies as needed.

Salary and Benefits: Salary to be determined based on experience and credentials. Generous benefit package includes two weeks of paid vacation for the first three years of employment. After three years, vacation increases. We offer generous paid holidays, medical insurance, life insurance, 401k with 3% salary safe harbor contribution, short-term and long-term disability, year-end profit sharing, and continuing education and professional association membership and dues.

Responsibilities:

Client Relations:

1. Meet the client in his/her current environment to evaluate capacity and assess gaps between current and required care.
2. Develop a comprehensive care plan and counsel family on care issues and concerns.
3. Interface with clients and families to gather information necessary for creating and communicating the care plan; translate “legal-speak,” “benefit-speak,” and “long-term-care-speak” to assure understanding.
4. Serve as an ongoing resource to client and family by answering questions, visiting the client, and periodically reviewing the care plan in view of changed circumstances.
5. Facilitate client/family access to community resources, including locating recreational activities, housing, vocational opportunities or services, providers to teach life skills, and relevant health services; assists client in developing natural resources and making contact with social support networks.
6. Advocate the position of the elder within the firm to assure best practices and continuous improvement in the delivery of our services.
7. Maintain confidentiality of all client information, including the fact that someone is a client, except as necessary to obtain services for that client, or with the client’s express, written approval as noted on ELET’s free agreement and authorization to represent form.
8. Assist with execution of legal documents (witnessing, signing, etc.)
9. Assist in gathering required signatures, documents, etc. for public benefits applications.
10. Advocate for the elder with residential facilities, service providers, and physicians.

Community Relations and Marketing:

1. Stay current on care options in the community, including the variety of options and their quality.
2. Represent the firm to the healthcare and long-term-care community through frequent visits. Create positive relationships with management staff for purposes of client care maximization and mutual referrals.
3. Participate in professional associations, both to enhance skills and to communicate the firm’s services.
4. Educate the community about the firm’s services and service model through speaking engagements, articles, and networking.

Potential Client Intake:

1. Assess whether or not a caller's concerns/needs are appropriate for ELET.
2. Use empathetic listening skills to connect with and calm the caller and then to tease out the aspects of their story that fit with the services ELET offers.
3. Focus the caller on pertinent issues and discourage risky behavior.
4. Clearly communicate ELET services.
5. Ask probing questions about finances, cognitive status, ADLs, and family dynamics.
6. Return inquiry calls, schedule appointments, enter calendar notes, and check conflicts.