

## **CHOICES Case Manager**

### **Position Overview**

The CHOICES Case Manager works under the general supervision of the Executive Director and the Aging & Disability Program Director and the direct supervision of the CHOICES Program Manager. This position is responsible for conducting timely, person-centered in-home assessments for older adults and individuals with disabilities who are applying for the TennCare CHOICES for Community Living Program. The role ensures accurate evaluation of functional, social, and financial needs to support eligibility determination and service planning.

### **Examples of Work Performed**

- Conduct in-home assessments using approved TennCare assessment tools to evaluate functional limitations, medical needs, social supports, and financial status.
- Prepare and submit all required assessment documentation, including assisting applicants with completing and processing the Preadmission Evaluation (PAE).
- Demonstrate the ability to identify needs, risks, and appropriate in-home care alternatives for potential enrollees.
- Assist individuals who are not Medicaid-eligible with completing TennCare Medicaid applications and gathering required verification documents.
- Participate in staff meetings, required trainings, and CHOICES-related conference calls.
- Coordinate with community agencies, providers, and organizations to ensure individuals have access to all available supports and services.
- Conduct reassessments and recertifications for CHOICES participants as assigned by the CHOICES Program Manager.
- Perform additional duties as assigned to support program operations.

### **Required Knowledge and Abilities**

- Strong verbal and written communication skills.
- Ability to conduct problem-solving and apply medical and social assessment protocols.
- Ability to work independently, manage time effectively, and function as part of a team.
- Proficiency with office equipment, computer systems, email, and internet-based communication.
- Knowledge of disabilities, chronic conditions, and age-related functional limitations.
- Knowledge of Medicaid program policies, procedures, and financial eligibility requirements.
- Understanding of community resources and alternatives to institutional placement.
- Ability to establish and maintain effective working relationships with public agencies, private providers, and AAAD staff.
- Proficiency with Adobe Acrobat Pro and Dropbox for paperless documentation systems.
- Ability to pass the Preadmission Evaluation (PAE) test and obtain TennCare LTSS HCBS Qualified Assessor Certification.

### **Qualifications**

- Must possess an undergraduate degree from a four (4) year college or university (preferred in a health or social serviced field) AND
- Have, at minimum, one (1) year of experience in social services, gerontology, or a related field.
- Complete a background check as well as Sexual Abuse Registry, SIRI Registry, Abuse Registry, and Criminal Background Registry checks.
- Valid Tennessee Driver's License, automobile insurance, and reliable transportation with the ability to travel throughout the region.
- Meet all other licensure personnel requirements

**Can you perform the essential functions of this job?**

\_\_\_\_\_ Yes

\_\_\_\_\_ No

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Staff Signature

\_\_\_\_\_

Date

**Application Process**

Apply online at [www.sctdd.org](http://www.sctdd.org), email a resume to [csinyard@sctdd.org](mailto:csinyard@sctdd.org), or mail application materials to:

South Central TN Development District

Attn: Human Resources Manager

101 Sam Watkins Blvd.

Mt. Pleasant, TN 38474

Applications will be accepted until the position is filled.