

Home & Community Based Services (HCBS) Case Manager

Position Overview

Staff members in this classification work under the general supervision of the Executive Director and the Director of Aging & Disability, with direct supervision from the HCBS Program Director. The HCBS Case Manager supports older adults and individuals with disabilities across a 13-county region by completing assessments, coordinating services, and helping consumers remain safely and independently in their homes whenever possible. The role requires strong communication, accurate documentation, and consistent follow-through.

Position Summary

This position ensures timely coordination of services such as home-delivered meals, personal care, and homemaker supports. The Case Manager promotes independence, safety, and quality of life through effective case management, resource navigation, and person-centered planning.

Essential Duties and Responsibilities

- Conduct initial assessments, reassessments, and ongoing monitoring for all HCBS programs.
- Analyze social, medical, functional, and environmental information to determine eligibility, risks, and support needs.
- Develop individualized, person-centered Support Service Plans that reflect consumer needs, preferences, goals, and safety considerations.
- Coordinate care plans with consumers, families, caregivers, and service providers to ensure continuity of care.
- Ensure consumers and/or representatives understand program components and obtain required signatures.
- Coordinate services including home-delivered meals, personal care, homemaker services, and other community supports.
- Communicate changes in consumer functioning and adjust services with all agencies providing direct care.
- Identify unmet needs and connect consumers with appropriate community resources and benefits.
- Advocate for older adults and individuals with disabilities to ensure equitable access to supports.
- Make referrals to Adult Protective Services when abuse, neglect, or exploitation is suspected.
- Maintain accurate, timely, and compliant documentation in accordance with federal, state, and agency requirements.
- Document consumer status, physical condition, service satisfaction, and changes in functioning.
- Monitor service delivery for quality, compliance, timeliness, and consumer satisfaction.
- Communicate regularly with consumers, caregivers, providers, and interdisciplinary partners.
- Collaborate with supervisors and Registered Nurses for medically unstable or high-risk consumers.
- Complete face-to-face interviews in homes, hospitals, long-term care facilities, or other appropriate settings.
- Conduct telephonic or in-person follow-up contacts to ensure effective case management.
- Participate in staff meetings, trainings, and quality improvement activities.
- Travel throughout the 13-county region to conduct home visits, assessments, and service monitoring.
- Represent the agency professionally in homes, facilities, hospitals, and community settings.
- Provide comprehensive case management services for an assigned caseload.
- Perform additional duties as assigned to support program operations and service delivery.

Required 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. If the candidate has no experience in either of these fields.

- Complete a background check as well as Sexual Abuse Registry, SIRC Registry, Abuse Registry, Drug Registry, and
- Valid Tennessee Driver's License, automobile insurance, and reliable transportation with the ability to travel throughout the region.
- Meet all other licensure personnel requirements

Knowledge, Skills, and Abilities

- Knowledge of HCBS program standards, person-centered practices, aging and disability services, and community-based long-term supports.
- Understanding of social, medical, functional, and environmental factors that influence service planning.
- Ability to interpret assessment findings and apply critical thinking to eligibility and care-planning decisions.
- Knowledge of community resources, benefits programs, and supports for older adults and individuals with disabilities.
- Ability to recognize indicators of abuse, neglect, or exploitation and apply mandated-reporting requirements.
- Strong interpersonal and communication skills for working with consumers, caregivers, providers, and interdisciplinary partners.
- Ability to maintain professionalism, confidentiality, and cultural responsiveness.
- Strong organizational and time-management skills to manage competing priorities and a diverse caseload.
- Ability to work independently, exercise sound judgment, and adapt to changing needs and program requirements.
- Proficiency with Adobe, Dropbox, Office 365, Outlook, and other digital platforms used for documentation, communication, and file management.
- Ability to operate and troubleshoot basic office equipment including printers, copiers, and scanners.
- Skill in maintaining accurate electronic records and navigating digital workflows in compliance with agency and regulatory standards.
- Ability to collaborate effectively with supervisors, Registered Nurses, and interdisciplinary partners in complex or high-risk situations.
- Strong problem-solving skills and the ability to identify solutions that promote consumer independence and safety.
- Commitment to continuous learning, quality improvement, and adherence to federal, state, and agency guidelines.

Required 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, SIRC 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

Staff Signature

Date

Application Process

Apply online at www.sctdd.org, email a resume to 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.