

## Care Management Assistant

Our team is growing and it's time we add someone who is dedicated to making sure our Care Managers have the support they need! We want to add someone who will make sure our day-to-day administrative tasks are taken care of efficiently, reliably, and properly.

### Here's who we're looking for:

You're the type of person who thrives on taking care of things the right way the first time. A task comes in and you figure out how to get it done without having to ask a lot of questions. When you say "I'll take care of it" we know it'll be done well. You get excited when you know you've made someone else's day easier. Great handwriting is a plus, too. You value work with a mission and understand the vital role your support plays in helping our care management team serve elder clients and families.

### If you were working for us, here are some of the things you would have done last week:

- Scan and load documentation (including photos) to Caregiver's Touch online portal
- Prepare correspondence, save appropriately, mail
- Final preparation of letters
- Final preparation of client assessments (including ability to format properly)
- Prepare documents per Care Managers' requests
- Send reminder monthly to Care Managers to check for iphone, ipad, updates, sync, etc.
- Provide empathy, sensitivity, understanding – when care manager has had a crisis, comes in office from emergency, etc...lend an empathetic ear and understand the urgency of requests, concerns
- Ride along with Care Managers to understand the role
- Mail drop/mail/stamps – including preparing packages and mailing, i.e. clients' mail, etc.
- Organize office supplies, ensure sufficient quantities are there and order as needed, and maintain at same location and help everyone to be able to quickly locate and be prepared
- Facilitating intake, intake documentation forms, setting appointments with Care Managers
- Open all new files
- Schedule appointments, including doctor appointments under Care Managers' direction
- Fax intake, save/scan to file, communicating to care manager
- Assign cases by skill, caseload, geography, and relationships
- Maintain office calendar
- Save emails, correspondence and other information to the appropriate client file on server
- Prepare thank you notes, birthday cards, sympathy cards for Care Managers to send to clients
- Ability to search, acquire and provide information to care managers on the road
- Be aware of community resources in database and otherwise identify information needed and provide to care managers when requested

Experience is important. We're looking for someone who's managed an office of 5+ before, or has worked full time as an executive assistant for someone who had a very full schedule. You should consider yourself a pro – this is not a job for first timers. **Fax your resume to 727-461-0001 or email to [admin@agingwisely.com](mailto:admin@agingwisely.com).**