



**LIFE NAVIGATORS  
POSITION DESCRIPTION**

**POSITION TITLE:** Care Manager - Family Care CMU

**REPORTS TO:** Lead Supervisor

**PRIMARY RESPONSIBILITIES:**

1. Provide comprehensive assessment, evaluation and monitoring services to individuals with disabilities and frail elders served under the Family Care Program.
2. Establish and monitor individual Member Centered Plans for members served in the program.
3. Perform routine monitoring services to ensure the safety of members served.
4. Maintain regular contact with members to provide, arrange, coordinate and monitor services with emphasis on member engagement.
5. Provide intervention and coordination with family members and service providers as necessary to promote safety, independence and foster community integration for each member.
6. Perform routine monitoring services to ensure the safety of those served with emphasis on high risk members.
7. Work collaboratively with the Interdisciplinary Team to identify and respond to risk affecting individuals with disabilities served under the Family Care Program.
8. Provide crisis intervention as needed and coordination with other health, behavioral and medical providers. Provide timely reporting on critical incidents and member and provider concerns.
9. Monitor caseload and prepare written reporting, accurate member records, correspondence and program documentation for agency purposes and for funding sources.
10. Engage in ongoing educational and certification opportunities in accordance with agency funding sources and for agency purposes.
11. Represent the interests of Life Navigators individuals with disabilities and their families in various community wide committee and coalitions.
12. Administer policies and procedures effectively and perform related duties as required or delegated by supervisor and contractual requirements.

**QUALIFICATIONS:**

1. Bachelor's degree in Social Work or related field required, Master's preferred.
2. One or more years of direct paid experience in serving individuals with disabilities specifically adults, frail elders and families.
3. Excellent written and oral communication skills with the ability to communicate key information clearly and in a timely manner.
4. Experience in serving people with disabilities and knowledge of the Milwaukee County service system and State of Wisconsin Family Care program.
5. Excellent computer skills, including knowledge of Microsoft Office Suite.
6. A valid Wisconsin Driver's license and vehicle.
7. State of Wisconsin caregiver background check required.