

**Job Title:** Executive – Case Management

**Job Purpose:**

To support the mission of MWS Active Ageing Centres through (1) the work of community case management by conducting information and referral services that build the seniors' resources and empower them to cope effectively (2) active ageing programmes that would build the seniors' self-help capacity, (3) outreaches to seniors in the community, so that seniors can age well in-place in the community.

**Job Responsibilities:**

1. Case Management

- Perform needs assessment of community dwelling seniors, including Community Screener, EBAS (for depression) and AMT.
- Review care plan with relevant stakeholders
- Facilitate timely and cost appropriate service referral and provision to seniors
- Coordinate care with MWS services as well as external providers
- Participate in case management discussions within MWS and with external service providers
- Build resource map of services and other touchpoints that will benefit seniors living in centre boundary

2. Work with the AAC Team to design, implement activities and programmes that focuses on building the seniors' self-help capacity including

- On-site and satellite active ageing programmes
- Groupwork
- Outreach events – going door-to-door to do Community Screener assessments and collaborate with community partners to organize outreach programmes

3. Administration – assist the Manager

- Maintain documentation for audits
- Prepare data for submission to MOH and AIC which includes but not limited to
  - Register of Information and Referrals done
  - Client satisfaction surveys
  - CST documentation
  - Working with volunteer management executives on Tracking of Befriending and Buddying list
  - Register of activation of the alarm system (if applicable)
  - KPIs of funded programmes c. Achieve service requirements and meet MOH KPIs.
- Ensure compliance to Finance and Human Resources policies
- Perform any other admin duties as assigned by the Centre Manager

### Job Requirements:

- 'A' Level, Diploma or Degree holder preferably in community and social services (senior services) or Psychology or Counselling or healthcare services
- Experience in the social service sector will be an advantage.
- Weekdays office hours
- Ability to work on weekends, when required, with time off-in-lieu.
- Passionate to work and interact with seniors in the community
- Strong inter-personal skills and ability to converse with seniors and their families, external stakeholders
- Ability to multi-tasks and work in teams
- Home visits to seniors living in the community
- Good Interpersonal communications
- Good Facilitation skills
- Good documentation skills
- Ability to multi-task and work under pressure
- Team member skills
- Proficient in Microsoft Office
- Lead in case discussions with external stakeholders if necessary