



CLIENT CARE MANAGER

COMPANY SUMMARY: If you have a passion for directly helping people and tangibly impacting their lives, SHC could be a wonderful place for you. SHC serves older adults in Indianapolis with our unique blend of personalized support. From connecting clients through friendship and companionship to hands-on personal care, SHC caregivers offer a full spectrum of support that allows seniors to remain in the home of their choice with purpose and dignity. SHC is a private, local Indianapolis company (www.seniorhomecompanions.com).

JOB SUMMARY: Care Managers with Senior Home Companions are dynamic individuals who love helping people, have big hearts and demonstrate outstanding follow up. They create deep connections with clients, and their families, by tailoring homecare solutions and coordinating resources to support clients' full & meaningful lives. Our mission of creating active & engaged lives through exceptional care is kicked off by our engaging Care Managers.

RESPONSIBILITIES

- Complete client assessments and educates client(s) and families about the services that SHC offers
- Be an advocate for clients by offering resources that align with the client's needs
- Develop care plans for clients to establish goals for care based on individual preferences
- Facilitate in-person introductions between caregivers and the client and/or family involved in the care emphasizing that the approach to the client's care will be collaborative
- Collect input from all professionals involved with client's care in order to develop a comprehensive approach to the care being provided
- Collaborate with key partner agencies to ensure successful start of care
- Visit and speak to all individuals involved (i.e. doctors, family, etc.) in care on an ongoing basis
- Share calendars and provide updates to individuals as directed by clients
- Complete follow-up and quarterly survey visits with assigned clients
- Identify safety and risk issues present in client's environment to assist clients
- Own problem resolution by taking a proactive approach to potential issues
- Collaborate with Client Coordinators to ensure care is exceeding expectation

REQUIREMENTS

- Excellent communication skills – articulate, good listener, professional, empathetic, persuasive
- Skilled at quickly developing relationships and loyalty with a client-service oriented approach
- 3 - 5 years of experience in client retention and customer service management
- BSW, BSN, LPN or RN degree and experience preferred but not required
- Strong critical thinking and analytical skills to make assessments
- Able to adapt to continually-evolving business expectations, challenges, and goals
- Innovative, results-oriented individual with excellent organizational skills
- Knowledge of the home care industry, senior housing and resources for seniors preferred
- Passion for coming alongside older adults and supporting their journeys