

POSITION DESCRIPTION**CASE MANAGER**

Case Management
Center for Child and Family Services
Region Ten Community Services Board

CLASSIFICATION TITLE: Case Manager

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA non-exempt position. The Case Manager has the responsibility for providing case management services to individuals under age eighteen with a primary diagnosis of intellectual/developmental disability, emotional disturbance, or at risk of either. This includes assessing service needs; developing plans for access to services; liaison with client, families, programs, and service providers; ongoing monitoring or client service needs; advocacy; and consultation and education to clients, families and community.

The Case Manager reports to the Program Manager II for Child and Family Case Management, and is expected to function with initiative and independent judgment, based on application of standard practices and with guidance from the supervisor. In carrying out position duties, he/she performs in accordance with applicable professional ethics and established Region Ten policies.

The HIPPA access level for this position is Level Two

The essential functions of this job are starred below (*) under "Major duties."

MAJOR DUTIES:

1. *Enhancing community integration through increased opportunities for access and involvement; and creating opportunities to enhance community living skills that promote community adjustment, including the use of local community resources available to the general public to the greatest extent possible.
2. *Making collateral contacts with the individual's significant others, with properly authorized releases, to promote implementation of individualized services plan.
3. *Assessing needs and planning services to include developing an individualized case management service plan.
4. *Linking the individual to those community supports that are likely to promote the personal habilitative/rehabilitative and life goals of the individual as identified in the individualized service plan.
5. *Directly assisting the individual to locate or obtain needed services, resources and appropriate public benefits.
6. *Assuring the coordination of services among providers and with other human service agencies and systems, such as local health and social services departments.
7. *Monitoring service delivery through contacts with youth and family and service providers through periodic site and home visits to assess the quality of care and satisfaction of the individual.
8. *Maintains complete and current consumer records and completes required reports, service reporting and daily documentation in compliance with agency, state and federal standards.
9. *Provide psycho-education and counseling to guide the individual and develop a supportive relationship that promotes the implementation of the individualized service plan.
10. *Advocating for individuals in response to their changing needs.
11. *Developing a crisis plan for an individual that includes the individual's preferences regarding treatment in an emergency situation.
12. *Assisting with planning in developmental transition periods
13. *Knowing and monitoring the individual's health status, medical conditions, and medication benefits and side effects, and assisting the individual in accessing primary care.
14. *Reads all agency communication (i.e., Ten, Region Ten's Newsletter, e-mail, etc.)
15. *Other duties as assigned by the supervisor in keeping with the general requirements of the position.
16. Valid Driver's License and own transportation which is safe and can be used for work-related travel.
17. Able to perform CPR and first Aid when a situation requires these activities

QUALIFICATIONS:

To ensure the safe and efficient operation of the program, a valid Virginia Driver's License plus an acceptable driving record as issued by the Department of Motor Vehicles are required. For business use of a personal car, a certificate of valid personal automobile insurance must be provided. A bachelor's degree and at least 2 years experience in the human services field or combination of education and experience that is the equivalent is required. Preferred candidate will meet certification as QMHP – C (Qualified Mental Health Professional – Child). In addition, the incumbent needs to possess the following knowledge, skills, and abilities:

Knowledge of:

1. Services and systems available in the community including primary health care, support services, eligibility criteria and intake processes and generic community resources, and early intervention.

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- 2. The nature of serious mental illness, intellectual/developmental disabilities and/or substance abuse depending on the population served, including clinical and developmental issues, as well as knowledge of child development.
- 3. Treatment modalities and intervention techniques, such as behavior management, independent living skills training, supportive counseling, family education, crisis intervention, discharge planning, and service coordination.
- 4. Different types of assessments, including functional assessment, and their uses in service planning.
- 5. Consumers' rights
- 6. Local community resources and service delivery systems, including support services (e.g., housing, financial, social welfare, dental, educational, transportation, communications, recreation, vocational, legal/advocacy), eligibility criteria and intake processes, termination criteria and procedures, and generic community resources (e.g., churches, clubs, self-help groups).
- 7. Types of intellectual and developmental disability programs and services.
- 8. Effective oral, written and interpersonal communication principles and techniques.
- 9. General principles of record documentation.
- 10. The service planning process and major components of a service plan.
- 11. DMAS Medicaid manual for DD & MH case Management and providing services in accordance with these policies.
- 12. Keyboard & computer literate & proficient in Microsoft Word/Outlook

Skills in:

- 1. Interviewing
- 2. Negotiating with consumers and service providers.
- 3. Observing, recording and reporting on an individual's functioning.
- 4. Identifying and documenting a consumer's needs for resources, services, and other supports.
- 5. Using information from assessments, evaluations, observation and interviews to develop service plans.
- 6. Identifying services within community and established service system to meet the individual's needs.
- 7. Promote goal attainment
- 8. Coordinating the provision of services by diverse public and private providers.
- 9. Identifying community resources and organizations and coordinating resources and activities.
- 10. Using assessment tools (e.g., level of function scale, life profile scale).

Abilities to:

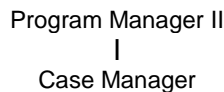
- 1. Be persistent and remain objective
- 2. Work as a team member, maintaining effective inter and intra-agency working relationships.
- 3. Demonstrate a positive regard for consumers and their families (e.g., treating consumers as individuals, allowing risk-taking, avoiding stereotyping of people with intellectual/developmental disabilities, respecting consumers' and families' privacy, and believing consumers are valuable members of society).
- 4. Work independently performing position duties under general supervision.
- 5. Communicate effectively, verbally, and in writing.
- 6. Establish and maintain ongoing supportive relationships.

CLINICAL PROVIDER PERFORMANCE EVALUATION STANDARDS:

This position is evaluated according to the Clinical Provider Performance Evaluation Standards.

POSITION LOCATION: Region Ten Community Services Board
500 Old Lynchburg Road
Charlottesville, VA 22903

POSITION ORGANIZATION CHART



GRADE: 9

SCHEDULE: Monday through Friday, 8:30 a.m. to 5:00 p.m.

Position Description Updated: August 21, 2017

I have reviewed this job description and acknowledge the duties as well as the KSA (knowledge, skills, abilities) included in this description. I also understand the performance standards as they apply to this position.

Signature

Name Printed

Date