

POSITION DESCRIPTION**PROGRAM MANAGER ID/DD CASE MANAGEMENT**

Rural Services
Center for Adult Rehabilitation and Rural Services
Region Ten Community Services Board

CLASSIFICATION: PROGRAM MANAGER

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA non-exempt position. The Program Manager will be responsible for coordinating all Intellectual Disability TCM services in our five county offices to include Fluvanna, Louisa, Greene, Nelson and Crozet providing clinical and procedural direction. In addition, the Program Manager will provide clinical supervision to all ID/DD case managers. The Program Manager will work collaboratively with all Rural Directors, who will be providing administrative supervision to the case manager(s) in each clinic. The Program Manager and Rural Directors will complete performance evaluations for case managers collaboratively. The Program Manager works collaboratively with all Rural Services Directors to train and monitor the work of ID/DD case managers. The Program Manager supervises the works of all ID/DD case managers to assure their proficiency in assessing service needs; developing plans for access to services; liaisons with client, families, programs, and service providers; ongoing monitoring or client service needs; advocacy; and consultation and education to clients, families and community.

The Program Manager reports to the Rural County Director, in carrying out position duties, he/she performs in accordance with applicable professional ethics and established Region Ten policies.

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

MAJOR DUTIES:

1. Clinical supervision of all Rural Services ID/DD case managers and working collaboratively with Rural Directors around performance issues and disciplinary needs of staff.
2. Participates in intra and inter agency efforts to improve the quality, responsiveness and availability of services.
3. Attends all informational meetings of the Charlottesville ID Case Management Team to maintain up-to-date knowledge of ID/DD CM services. Also attends regional ID Case Management meetings.
4. Understands and ensures compliance with federal, state and local standards or requirements as well as agency policies and procedures.
5. Assures that complete, current client records are maintained and that they reflect comprehensive assessment of need as well as person centered planning.
6. Provides group and individual training for all County ID Case Managers to assure that they are knowledgeable regarding all aspects of ID Case Management.
7. *Assuring the coordination of services and service planning within a provider agency, with other providers and with other human service agencies and systems, such as local health and social services departments.
8. *Monitoring service delivery through contacts with individuals receiving services, service providers and periodic site and home visits to assess the quality of care and satisfaction of the individual.
9. *Advocating for individuals in response to their changing needs, based on changes in their ISPs.
10. *Assisting in developing a crisis plan for an individual that includes the individual's preferences regarding treatment in an emergency situation.
11. *Reads all agency communication (i.e., Ten, Region Ten's Newsletter, e-mail, etc.)
12. *Other duties as assigned by the supervisor in keeping with the general requirements of the position.
13. *Valid Driver's License and own transportation which is safe and can be used for work related travel.
14. *Able to perform CPR and First Aid when a situation requires these activities.
15. Represents Region Ten in a positive manner to both consumers and staff.

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 Division of Motor Vehicles are required. For client related use of a personal automobile, a certificate of valid personal automobile insurance must be provided. A bachelor's Degree in a human services field and at least 3 years' experience in the Intellectual Disability field or combination of education and experience that is the equivalent is required. At least one year supervisory experience is preferred. 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, intake processes, and generic community resources.
2. The nature of serious mental illness, mental retardation and/or substance abuse depending on the population served, including clinical and developmental issues.
3. Treatment modalities and intervention techniques, such as behavior management, independent living skills training, supportive

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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. Effective oral, written and interpersonal communication principles and techniques.
- 8. General principles of record documentation.
- 9. The service planning process including, but not limited to, the Recovery and Person Centered Planning models, as well as the major components of a service plan.

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, 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 Manager Performance Evaluation Standards.

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

POSITION ORGANIZATION CHART:

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Director III
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Program Manager

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Grade: 11

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

Position Description Update: July 12, 2019

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

Date