

**POSITION DESCRIPTION****CASE MANAGER**

Fluvanna  
Center for Rural Services  
Region Ten Community Services Board

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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 of all ages with a primary diagnosis of serious mental illness/emotional disturbance, substance addiction and intellectual disability. 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 the community.

The Case Manager reports to the Director III of Fluvanna County Clinic 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 essential functions of this job are starred below (\*) under "Major duties."

MAJOR DUTIES:

1. \*Enhancing community integration through increased opportunities for community access and involvement and creating opportunities to enhance community living skills to promote community adjustment including, to the maximum extent possible, the use of local community resources available to the general public.
2. \*Making collateral contacts with the individual's significant others with properly authorized releases to promote implementation of the individual's individualized services plan (ISP) and his community adjustment.
3. \*Assessing needs and planning services to include developing a case management individualized service plan.
4. \*Linking the individual to those community support systems that are likely to promote the personal habilitative/rehabilitative and life goals of the individual as developed in the ISP.
5. \*Assisting the individual directly to locate, develop or obtain needed services, resources and appropriate public benefits.
6. \*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.
7. \*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.
8. \*Providing follow up instruction, education and counseling to guide the individual and develop a supportive relationship that promotes the ISP.
9. \*Advocating for individuals in response to their changing needs, based on changes in the plan.
10. \*Developing a crisis plan for an individual that includes the individual's preferences regarding treatment in an emergency situation.
11. \*Planning for transitions in individuals' lives and
12. \*Knowing and monitoring the individual's health status, any medical conditions, medications and potential side effects, and assisting the individual in accessing primary care.
13. \*Demonstrating a thorough understanding of DMAS, DBHDS and Licensure requirements/regulations.
14. \*Maintains complete and current consumer records and other required reports, service reporting and documentation in compliance with agency, state and federal standards.
15. Reading all agency communication (i.e., Ten, Region Ten's Newsletter, e-mail, etc.)
16. Acquiring and maintaining valid certification in First Aid and CPR to comply with State and Federal requirements.
17. Other duties as assigned by the supervisor in keeping with the general requirements of the position

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 1 year's experience in the human services field or combination of education and experience that is the equivalent is required. 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.
2. The nature of serious mental illness, intellectual disability and/or substance abuse depending on the population served,

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including clinical and developmental issues.

- 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 mental retardation 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.

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., CANS and DLA-20).

Abilities to:

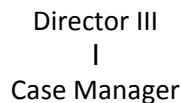
- 1. Be persistent and remain objective
- 2. Work as a team member, maintaining effective inter and intra-agency working relationships.
- 3. Demonstrate a positive regard for consumers and their families (e.g., treating consumers as individuals, allowing risk-taking, avoiding stereotyping, respecting 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  
13623 James Madison Hwy.  
Palmyra, VA 22963

POSITION ORGANIZATION CHART



GRADE:   9

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

Position Description Updated: 07/19/2019

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

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Name Printed

\_\_\_\_\_  
Date