

JOB DESCRIPTIONS

Position:	Case Manager SLS
Employee Status:	Non- Exempt
Reports To:	Program Manager
Program:	Supportive Living Services Individual Living Program

SUMMARY

The Case Manager is primarily responsible for monitoring the service being delivered by our independent contractors.

ENVIRONMENT

Family Options offers families in-home services and support to adults with developmental disabilities. We are committed to providing QUALITY services to individuals in a nurturing family environment. Family Options partners with the individual enrolled in the program, their family, regional center, and/or community friends or groups to support an individualized plan of care for each client.

The following is a list of major duties and responsibilities for this position along with certain supportive duties. It is not all-inclusive. Other duties and responsibilities may be added as needed and in addition, management, as appropriate, may modify this job description.

JOB FUNCTIONS

To perform this job successfully, an individual must be able to satisfactorily perform each essential function listed below:

- Case Manager monitors quality service is being delivered in each home and handles assigned caseload.
- Complete weekly or bi-weekly and/or monthly home visits as assigned by tier level.
- Maintain knowledge of the principle of psychology, case management, social services and title 17.
- Maintain prompt communication with provider, Family Options, family, client, and community agencies.
- Develop strong working relationships with funding agencies, governmental agencies, social service agencies, medical practitioner, judicial system, community agencies, etc.
- Represent and positively promote the agency and program to funding source, community agencies families, and related groups.
- Utilize experience and psychology background to assess behavior characteristics of the specified client population in order to make decisions that relates to the development of the client.
- Maintain complete and current client records and files.
- Must have the ability at all times to provide transportation based on the desire/need of the client for appointments, shopping, entertainment, etc.
- Participate in rotating on call coverage and return any calls within a one hour period.
- Meet with Program Manager or Program Director to discuss caseloads.
- Experience working with persons in crisis and ability to manage crisis situations.

- Work with funding source and IDT to develop and implement service plans as outlined in regulatory requirements (title 17).
- Participate in client meetings with involved funding agencies, psychiatrists, day program or school personnel.
- Process referrals, intakes and assessments of consumer assigned.
- Coordinate moves of consumers assigned to case load to assure a smooth transition in the program or any necessary changes that may be needed.
- Collaborate with legal, regulatory and certification activities as needed.
- Crisis Intervention to support independent contractor's stable services for consumers.
- Prepare well written quarterly report on time as needed.
- Provides resources to care providers and consumer as related to family home services delivery.
- Maintain client caseload of up to 20 consumers.
- Conduct at least 2 unannounced visits per year on assigned caseload.
- Maintain positive relationships with coworkers.
- Participate in company activities and functions and support Program Director in event planning as needed.
- Follow policies and procedures of the company as outlined in the employee handbook and program policy and procedure guide.
- Other duties as assigned.

OTHER REQUIREMENTS

- Two years related experience.
- Four-year degree in Human Services or related field.
- Reliable car to transport clients as needed. This is something that can occur at a moments notice and you must be prepared to transport a client at any time.
- Schedules can change and the homes/locations you are required to report to can change based on client need. You are expected to have the ability to drive to different work sites throughout the day as needed.
- Current/valid driver's license, car insurance and registration and clear background check and drug screen throughout employment.
- Flexible work schedules to meet individual service recipient needs.
- While working as a Case Manager, employees may be required to deal with the following conditions: 1) unconventional schedules—Family Options operates programs and services 24/7, 365 days a year; 2) possible exposure to blood borne pathogens; 3) possible exposure to profanity, violent, and/or offensive behavior from the consumers.
- In order to perform these functions and meet the requirements put forth by the Division of Developmental Disabilities and Department of Justice. Applicants for the Direct Support Professional position must: 1) be able to legally work in the United States; 2) be 18 years of age or 21 for positions that require the employee to be a driver; 3) for assignments that require the employee to drive a vehicle, must meet the qualifications of a driver as established by our insurance carrier and Family Options policy; 4) have a high school diploma or GED; 5) be able to pass a background check and receive a fingerprint clearance card from the Department of Public Safety.
- Computer literate in MS Office and Excel.
- Writing/grammar skills to complete reports, letters and comply with state reporting requirements.

- Experience maintaining confidentiality and/or items sensitive in nature.
- Mathematic ability

PHYSICAL REQUIREMENTS

This position requires someone who is mobile and has the ability to respond to the needs of our clients, consumers and providers in varied settings. Moderate lifting (up to 50 lbs.) may be required occasionally based on needs of a client. Clear vision (close, distant, peripheral and depth perception) is needed for office and/or home environment. Must also be able to communicate verbally, observe with own eyes and give and receive information through listening and conversing. A portion of the job is sedentary, sitting at a desk and using the phone, computer and other office equipment. You may also be working out in the field and must be able to drive to different locations during shift as needed. This requires the ability to enter and read material on the computer and Internet. May require some bending and stretching to file. Requires manual dexterity sufficient to provide hands-on care to the patient under variable conditions and settings. Ability to cope with family emotional stress and tolerance of individual lifestyles.

BEHAVIORAL SKILLS/COMPETENCIES

1. Able to use a systematic approach to problem solve to maintain accurate records and preparing clear reports for informational, auditing and operational use.
2. Decision Making/Problem Solving: Able to take action in solving problems with exhibiting judgment.
3. Organizing own work, setting priorities and meeting critical deadlines; and
4. Communication to interact effectively with co-workers, managers, subordinates and the general public sufficient to convey information and to receive work direction.
5. Must have basic knowledge and understanding of use to allow for easy use of phones, email, faxing, copier, scanning.
6. Ability to define realistic, specific goals and objectives; to prioritize deadlines.
7. Ability to write clearly and effectively presenting new ideas and to document activities; to read and interpret written information.

I have been provided with a copy of this job description. I understand I am responsible to perform the essential functions and responsibilities listed in this description, and that I am to ask my supervisor for clarification regarding any information or statements within this job description I may not understand. I also understand I may request a reasonable accommodation with my Supervisor to assist in me successfully performing the essential functions and responsibilities of this position.

Employee Signature/Date

Supervisor Signature/Date