



## Case Manager Position Description

### Job Summary

Purpose of Position: To provide case management services to adults that need to access waiver and state plan services, as well as needed medical, social, educational, and other services. The case manager helps individuals obtain and coordinate supportive services that address their basic, social, recreational, health, educational, and vocational needs. The case manager is responsible for a caseload of no more than 50 individuals.

### Essential Duties and Responsibilities

- Provide case management services meeting all DHS and county requirements
  - Meet with each individual on caseload
  - Coordinate services received by individual to ensure wants and needs are met
  - Ensure confidentiality of all records and interactions
  - Participate in professional meetings and workshops
  - Attend supervision meetings and participate in team-based decisions regarding services
- Documentation:
  - Inspect and maintain all files to ensure they are up to date and contain all required documentation
  - Complete required intake paperwork and continued authorization paperwork on time
  - Complete accurate case notes for each visit and contact
- Provide Community Based Services
  - Maintain own reliable transportation
  - Provide services in the home, at school, or other community location
  - Maintain staff and professional relationships with families
- Public Relations/Networking/Liaison
  - Responsible for the reputation and public image of the agency
  - Develop and maintain positive working relationships within the community
  - Refer clients to other professionals as needed with supervisor approval
  - Communicate with other providers involved
  - Case manager will educate self on community resources
  - Have knowledge of all agency programs
- Responsible for updated knowledge and referral sources and agencies working with persons with cognitive disabilities and/or mental illness and for finding the most appropriate services according to individual and family needs
- Participate in other Reach for Resources functions as assigned

### Scope of the Position

The case manager will report to a designated supervisor. The case manager will provide services that are coordinated with family community support services and are designed to help the individual obtain needed mental health services, social services, educational services, health services, vocational services, recreational services, and related services in the areas of volunteer services, advocacy, transportation, and legal services. The case manager assesses the individual's changing needs, develops a plan in collaboration with other service providers, links the individual to appropriate community resources, and monitors the effectiveness of planned services.

### Qualifications

- Is skilled in the process of identifying and assessing a wide range of recipient needs
- Is knowledgeable about local community resources and how to use those resources for the benefit of the recipient
- Must have four-year degree in a human service related field, preferred social work or psychology degree and case management experience
- Two years of experience working with individuals with disabilities
- Must have knowledge, education, and experience of working with individuals with developmental disabilities
- Knowledge of community resources, activities, and social services
- Must have ability to work independently, enjoy flexibility, and manage stress
- Able to pass Criminal Background Check
- Must have current driver's license in good standing and maintain own reliable transportation
- Have comprehensive auto insurance

### **Skills & Abilities**

- Be able to function independently, interact with, and relate to a variety of individuals
- Professional communication skills
- Case manager must be able to act in a manner that encourages change and provides a positive and support atmosphere
- Practice effective decision making
- Create professional reports
- Handle crisis situations and follow through of supervisor's directives
- Identify client needs and treatment plan goals
- Work with culturally diverse populations
- Basic computer skills required
- Must be able to understand and communicate the English language
- Must be able to use and maintain a daily schedule

### **Additional Information**

Reach for Resources, Inc. is an Equal Opportunity Employer. Reach for Resources, Inc. does not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, nondisqualifying physical or mental disability, national origin, veteran status or any other basis covered by appropriate law. All employment is decided on the basis of qualifications, merit, and business need.

### **To Apply**

1. Please complete the online application on the Employment page of our website, [www.reachforresources.org](http://www.reachforresources.org).
2. Send your résumé and cover letter to Chelsea at [csherman@reachforresources.org](mailto:csherman@reachforresources.org).