



## Waiver Case Manager

### Job Summary

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
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- 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
- Has a bachelor's degree in social work, psychology, sociology, or human services; If the individual holds a bachelor's degree is in social work, they must be licensed prior to employment.
- Has at least one year of case management experience
- Has at least two years of experience working with individuals with disabilities
- Has knowledge, education, and experience of working with individuals with developmental disabilities
- Has knowledge of community resources, activities, and social services
- Has ability to work independently, enjoy flexibility, and manage stress
- Is able to pass a criminal background check
- Has current driver's license in good standing and maintain own reliable transportation
- Has comprehensive auto insurance

## **Skills & Abilities**

- Is able to function independently, interact with, and relate to a variety of individuals
- Has professional communication skills
- Acts in a manner that encourages change and provides a positive and support atmosphere
- Practices effective decision making
- Creates professional reports
- Handles crisis situations and follow through of supervisor's directives
- Identifies client needs and treatment plan goals
- Works with culturally diverse populations
- Has basic computer skills
- Is able to understand and communicate the English language
- Uses and maintains a daily schedule
- Has a genuine interest in helping others
- Is willing to share their own warm personality and sense of humor

## **Additional Information**

In addition to salary, Reach for Resources offers excellent employee benefits, such as health and dental insurance for full-time employees. Other benefits include:

- Paid Time Off
- 9 paid holidays + 4 personal days annually (for F/T employees)
- Life insurance
- Retirement savings plan
- Short-term Disability/Long-term Disability
- Flexible schedule
- Mileage reimbursement
- Personable and fun co-workers (if we do say so ourselves)
- Caring, supportive supervisors

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