



## Waiver Case Manager (CADI/BI)

### Job Summary

To provide waiver case management services to adults or minors that are eligible for the CADI or BI Waiver. 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 45 individuals.

### Essential Duties and Responsibilities

- Provide case management services, in accordance with all DHS and county requirements:
  - Meet with each individual on caseload (two times annually, at minimum)
  - Make referrals for, and coordinate services funded by the waiver, that support the individuals needs, and assist the individual to pursuing their goals.
  - 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:
  - Review 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 any work completed for each individual supported
- Provide Person Centered Community-Based Services:
  - Maintain reliable transportation to meet with people as they prefer.
  - Ability to meet with people in the home, at school, or other community location
  - Maintain professional boundaries while delivering case management services in a person centered manner
- 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 and coordinate with service providers involved
  - Case manager will education self, individuals, and support teams on community resources
  - Have knowledge of all agency programs
- Responsible for utilizing resources, researching, and collaborating as needed to find 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 the person, family, and support team that are put in place 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, activities, and social services and how to access those resources for the benefit of the recipient
- Has a bachelor's degree in social work, psychology, sociology, or human services.
- Has knowledge, education, and experience of working with individuals with physical disabilities, brain injury, or mental illness.
- Has ability to work independently, enjoy flexibility, and manage stress effectively
- 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
- Strong time management, organization, and tracking skills necessary
- Acts in a manner that encourages change and provides a positive and supportive atmosphere
- Ability to communicate, write reports, and complete necessary documentation in a professional, person centered manner.
- Ability to respond to crisis situations in an objective, professional manner.
- Identifies client needs and develop treatment plan goals, based on assessed needs, and persons input.
- Readiness to work with with culturally diverse populations
- Proficient with computers and technology (Microsoft Excel and Word, Sharepoint, Adobe)
- Is able to understand, communicate, and write the English language
- Uses and maintains a daily schedule
- Has a genuine interest in helping others

### **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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