



Lead Case Manager

Pay: Min \$25.00/hour - Max \$31.00/hour

Summary of Job Description

The Lead Case Manager role at Reach for Resources will be responsible for providing case management services to individuals of all ages with disabilities, mental health conditions, or terminal illness.

In addition to normal case management tasks, the Lead Case Manager will assist the leadership team with quality assurance and oversight of work being completed by other case management staff, completion of or assistance with training tasks, auditing/reviewing case management work for necessary components, supporting the departmental hiring strategy, completing administrative work necessary to the department, as well as being a resource/providing resources to other Case Managers as needed.

The Lead Case Managers will be assigned a team of Waiver Case Managers to oversee. Lead Case Manager (with the support of leadership as needed/desired) is able to determine the best way to support their team ongoing, ensuring staff are following DHS and Hennepin County audit topics and policies are followed, as well as addressing performance issues for staff team, as needed.

Lead Case Managers will report to the Assistant Director of the Waiver Case Management Department.

Essential Job Duties and Minimum Qualifications

Applicants are eligible after a full year of employment as a Case Manager; ideally, internal applicants would be a Case Manager II.

Positions will be opened as needed at the discretion of the Leadership team.

- **Billing/Productivity** - Remain at agreed upon billing/productivity based on time worked.
- **Supervision/Team Support** - Lead Case Managers will be responsible for administrative and operational tasks, related to the oversight of the employees on their team.
 - This could include, but is not limited to: reviewing, approving, and addressing payroll or time off tasks, maintaining performance documentation on staff, needed to identify high performing staff, identify clear areas for improvement if corrective action is needed, and to evaluate performance of staff through annual employee reviews.
 - Leads will deliver employee reviews, to the staff they oversee; with the support of the Assistant Director, or Director. The Assistant Director and Director are available to support Lead Case Manager as needed with employee oversight and management tasks.

- Waiver Case Manager Team Leads may also provide additional support such as, but not limited to: Supporting staff with incoming and outgoing client transfer tasks as needed, supporting Assistant Director and Director in hiring process by being involved in screenings and/or interviews for staff they would be overseeing, if hired; in addition to administrative operational tasks that are must be completed, to ensure the department continue to operate smoothly and effectively.
- **Strong organizational and prioritization Skills** - Maintaining accurate and up to date **tracking sheets** for your own caseload and understanding and monitoring DHS/Hennepin process and timelines important to this role (new Client Timelines, CSSP timelines, and 120 day service timelines, 2 FTF / Year).
 - Including ability to mentor/support other Case Management staff in maintaining this documentation/ monitoring these timelines. (3 or less pieces of feedback/ month).
- **Attention to Detail** - Ability to effectively identify the most appropriate documents/resources and utilize documents/resources appropriately to review detail oriented tasks for accuracy. Understanding of tasks at a high enough level to provide feedback as needed to support other Case Managers in learning/more effectively completing tasks needed as part of role.
- **Training/mentoring** – Must demonstrate understanding of waived services and waiver processes, as needed to communicate effectively with people supported, as well as support other case managers in differentiating/ determining the most appropriate services for an individual, and the limits in regards to those services.
- Must effectively monitor DHS and Hennepin County Case Management timelines, processes, and tasks, well enough to train new staff on, as well as support current staff in navigating these processes/situations as needed. (Regularly relaying insight/contributing to other Case Managers in consult opportunities/willingness to support other Case Managers as needed, opportunities arise.)
- **Resourcefulness/Quality of Service** - Ability to find, utilize, and share resources with people supported, and Case Management team as relevant (both waiver resources/providers, and non-waiver resources).
- Timely, professional, concise communication with people supported, as well as case management staff.
- Demonstrating ability to discern and support client/team specific support needs within the Case Manager role, and understanding when more or less support is needed - (tailoring the Case Management support role).
 - Example: Minimal feedback from client teams about the inability to communicate with Case Management/lack of follow through from Case Management.
- **Healthy work/life balance** - Not answering emails/calls when on PTO/away from work, taking breaks, practicing self-care, etc.
- **Self-Advocacy** - Demonstrated ability to and advocate for one-self in the Case Management role - seek support when needed.

Working Conditions and Physical Demands

- **Environment:** This is a hybrid position, with both remote work ability, in addition to in office/in community meeting requirements.
- **Schedule:** Full-Time position (40 hours/week) – Flexible schedule, based on needs of people supported/staff team. Typical hours are Monday through Friday - normal “business” hours (8-4 or 9-5).
 - Ability to flex schedule is available as long as people are supported and staff teams’ needs are being met.
- **Physical demands:** Sitting and standing, walking/traversing an environment, safely driving a vehicle, verbal communication, seeing, hearing, ability to consistently use technology like laptop, fax machine, printer, etc.

- **Socioemotional Demands:** Strong conflict resolution and de-escalation skills, Critical thinking and problem-solving skills. Ability to balance empathetic approach with professional boundaries.

Additional Information

In addition to salary, Reach for Resources offers excellent employee benefits.

Benefits may include:

- Generous PTO package (15 days a year for F/T employees with increases each year)
- 13 floating holidays (for F/T employees)
- Medical, dental, and vision insurance
- Life insurance
- Retirement savings plan with company matching
- Short-term Disability/Long-term Disability
- Flexible schedule
- Mileage reimbursement
- Personable and fun co-workers (if we do say so ourselves)
- Caring, supportive supervisors
- Plenty of chances to wear casual clothes
- A focus on wellness

Disclaimer

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, non-disqualifying 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.

Reach for Resources, Inc. is committed to ensuring that applicants and employees with disabilities receive support. Applicants or employees must be able to meet the minimum qualifications of the position; reasonable accommodation may be provided if requested by the employee.

Employee Name_____

Date _____

Signature_____