

COMMUNITY OPTIONS, INC.
JOB DESCRIPTION FOR CASE MANAGER

PURPOSE: The Case Manager provides mediation and advocacy to individuals with disabilities and assists them in obtaining, as well as coordinating and monitoring quality services in accordance with Community Options' value statements.

QUALIFICATIONS: Bachelor's degree in education, human services, social work or other related field required or no less than four years of education/experience in the human service field. Experience working with people with developmental/intellectual disabilities strongly preferred. Valid Colorado driver's license, reliable transportation and a driving record acceptable to COI's insurance company. Must have acceptable criminal background check.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Coordinating the Development and Implementation of the individual Service Plan

- Prepares for the SP (Service Plan) gives adequate notice to all team members, reviews all pertinent information prior to the meeting, schedules time and place that is sensitive to the needs of all involved.
- Participates in the team planning process to identify needs/dreams/desires through participation in team meetings, regular contact with the individual, staff, and family.
- Completes SP documentation by incorporating all information gathered in a timely manner and distributes appropriately.
- Monitors, on an ongoing basis, the services provided as identified in the SP and ensures receipt of expected material (Individual Support Service Plans/ISSP, regular reviews, assessments, etc).

Communication and Communication Skills

- Arranges and facilitates meetings to ensure that the needs of an individual are being met and that information is being shared.
- Utilizes conflict resolution, negotiation, and crisis intervention and mediation skills as required.
- Makes home and program visits on a regular basis and maintains contact and rapport with individual/family/guardian, etc.
- Participates in required committees in an effective manner: placement meetings, steering committees, HRC, etc.
- Serves as liaison between and consultant to, other agencies regarding an individual's needs.

Attitudes

- Demonstrates an interest in matters pertaining to the staff as a whole through participation in staff or team meetings.
- Demonstrates desire for continuing professional development through participation in in-service training or outside classes/workshops.
- Demonstrates an attitude of concern and respect for needs and interests of person receiving services, parents and other providers involved with the individual receiving services and advocates on behalf of individual when appropriate.
- Demonstrates an attitude of respectful consideration for recommendations made by supervisor and other co-workers.
- Demonstrates understanding and respect for the rights of individuals receiving services.
- Demonstrates the ability to adapt readily and effectively to change.
- Encourages and is responsive to constructive criticism.
- Empowers and educates individuals and family members to function as their own "case manager."

Performance/Documentation/Service Coordination

- Completes all required input and documentation on the Business Utilization System (BUS) and within the timelines required.

- Maintains and updates files as requested and/or necessary, including yearly purging and documentation of contacts.
- Completes all required paperwork, including but not limited to, Service Plans; Home and Community Based Services for the Developmentally Disabled (HCB-DD); Supported Living Services (HCBS-SLS); Children's Extensive Services (HCBS-CES); Children with Autism (HCBS-CWA); Targeted Case Management (TCM) in a timely manner.
- Plans and organizes work effectively, including utilization of time at the worksite and prioritization of tasks.
- Locates funding and needed services to meet individual/family needs/desires and ensures that individuals are enrolled in any appropriate entitlements.
- Follows up on and documents receipt of all paperwork, including, but not limited to ISSP's, funding information, financial data, correspondence, etc. Documents phone conversations, results of monitoring, and meetings involving an individual.
- Exercises discretion and independent judgment.
- Performs complex writing skills at a professional level and in a timely manner.
- Inputs CCMS/CORE data in a timely and accurate fashion.
- Utilizes and implements knowledge of the developmental disabilities system and demonstrates solid working knowledge of relevant rules, regulations, policies, and procedures, laws and guidelines.

Working Skills

- Performs duties and conducts interactions with all agency staff, persons served, and the public in a manner consistent with COI Value Statements and in an effective, respectful, confidential manner.
- Manages stress and stressful situations in an effective, productive manner.
- Works with minimal supervision, but requests assistance when necessary.
- Promotes a sense of responsibility and professionalism.
- Assists team members in appreciating contributions and gifts of individuals in services.
- Encourages an atmosphere which appreciates joy and humor.
- Performs other responsibilities as assigned.

PHYSICAL DEMANDS/ENVIRONMENTAL CONDITIONS: Case Managers spend numerous hours at a computer terminal. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Case Managers must guard against repetitive motion injury because they may make substantial movements (motions) of the wrists, hands and/or fingers.
- Case Managers must exert up to 10 pounds of force occasionally, and/or a negligible amount of force frequently or constantly.
- Administrative work involves sitting most of the time; however, Case Managers are occasionally required to walk or stand.
- Case Managers are occasionally required to sit, stoop, kneel or crouch.
- Case Managers must be able to reach forward, backward and upward with hands and arms as wells use fingers for grasping, picking, pinching or typing.
- Specific vision abilities required by this job include close visual acuity to prepare and/or analyze data, view computer terminal, view written documents and engage in extensive reading.

SUPERVISION:

Reports to the Case Management Director. The Case Manager has no supervisory responsibilities.

I have read this job description and can perform all the essential duties of the position with or without reasonable accommodation.

Print name

Sign name

Date

June, 2014