

TARGETED CASE MANAGER

ESSENTIAL FUNCTION

The Targeted Case Manager provides case management services of assessment planning, linking, monitoring and advocacy in assigned programs to assist clients in accessing needed medical, social, educational and other support services. It is expected that the Case Manager function as an integral, cooperative member of the agency team of professionals and will provide outstanding internal and external customer service.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Provide outstanding internal and external customer service by communicating and interacting in a cordial, respectful, and professional manner. This includes, but is not limited to being prompt, pleasant, personable, focused, responsive, appreciative, and providing assistance within scope of position. This also includes consistently returning phone calls and e-mails within 24 hours and updating voicemail/out of office e-mail, as well as consistently using pleasant tone and having a helpful attitude. The incumbent is expected to consistently meet the outstanding internal and external customer service requirements for this position.
2. Attend necessary meetings in regards to new IMPACT Plus clients.
3. Complete necessary diagnostic paperwork for each client.
4. Meet client for required monthly visits as required by IMPACT Plus guidelines.
5. Meet with necessary contacts for IMPACT Plus Service Team meetings.
6. Travel to necessary homes and/or other destinations for meetings with members of Service Team for each client enrolled in IMPACT Plus Services.
7. Update client files with the required paperwork as stipulated by IMPACT Plus guidelines.
8. Maintain contact with client parent/guardian and client's therapist(s) through telephone conversations.
9. Maintain accurate records in client files.
10. Refer clients' families in need to agencies capable of helping with individual's circumstances.
11. Confer with doctors and/or psychiatrist regarding client's medications and/or other needs.
12. Attend, within 6 months of approval by IMPACT Plus, the required Case Management Training.
13. Attend supervision sessions on a weekly basis.
14. Attend all mandatory staff meetings.
15. Supply all necessary paperwork to keep personnel file updated at all times.
16. Must adhere to mandated board ethics or, if not under a professional board, must adhere to NASW Code of Ethics.

OTHER DUTIES AND RESPONSIBILITIES

1. Perform other duties, not inconsistent with qualifications and regular duties, as may be assigned from time to time.

ESSENTIAL KNOWLEDGES AND SKILLS REQUIRED BY JOB

- Knowledge of basic service recipient's dynamics of assigned disability groups
- Knowledge of family dynamics and systems theory
- Knowledge of indicators of and laws regarding child abuse and neglect, including the Abuse & Neglected Child Reporting Act
- Knowledge of safe driving practices and procedures

- Knowledge of psychotropic medications and side effects
- Knowledge of agency policies and procedures
- Knowledge of role and function of various community resources
- Knowledge of and ability to instruct assigned consumers in basic independent living skills
- Knowledge of basic casework/social work practices
- Knowledge of internal and external referral procedures
- Knowledge of applicable state and/or federal statutes
- Knowledge of crisis management techniques
- Skill in written and oral communication
- Skill in customer service techniques
- Skill in problem-solving
- Skill in supportive counseling
- Skill in observing and assessing affect, functioning level and growth potential
- Skill in listening and interviewing
- Skill in providing advocacy services
- Skill in facilitating interaction between assigned consumers and others in their environment
- Skill in time management
- Skill in stress management
- Skill in operating a motor vehicle (valid driver's license required)
- Skill in developing service plans, document progress toward goals and objectives, and writing progress summaries
- Skill in use of audio/visual and office equipment (VCR, computer, etc.)
- Skill in relating to representatives of referral sources and other community agencies

OTHER KNOWLEDGES AND SKILLS

- Knowledge of Abnormal Psychology
- Knowledge of counseling theory/techniques
- Knowledge of basic behavior modification techniques
- Knowledge of theories of human growth and development
- Knowledge of basic first aid techniques

RESPONSIBILITY

A. Supervisory Controls

The Manager interprets and enforces policies through direct Supervision. The Targeted Case Manager maintains considerable autonomy in daily functioning, decision making, monitoring progress of clients towards goals and objectives, and work prioritization. Majority of work is reviewed at some point.

B. Guidelines

Board, administrative, and program policies, licensure, accreditation, statutory and regulatory standards restrict the Case Manager's discretion on program development, services, and record-keeping. The Case Manager has the prerogative to propose changes in practice, procedures, and policies which impact their team and program.

The Case Manager is guided and restricted by the IMPACT Plus guidelines, internal regulations, codes of conduct, policies and procedures.

DIFFICULTY

A. Complexity

Position is characterized by a series of both routine and complex tasks. The variety of client needs and provider requirements, as well as the number of providers with whom the Case Manager must interact, requires maximum flexibility to ensure successful work performance.

B. Scope and Effect

Position affects the physical, emotional and psychological well-being of assigned recipients, and impacts the work of other internal and external direct service providers and other staff working with assigned target population.

PERSONAL RELATIONSHIPS

A. Personal Contacts

The Case Manager interacts regularly with peers, other program staff from a variety of other community agencies, schools, corrections staff, etc.

B. Purpose

Contacts are for the purpose of staff and community provider managing service delivery among multiple providers.

ENVIRONMENTAL DEMANDS

A. Physical Requirements

Work is primarily sedentary, but may require some physical exertion on consumer outings or recreational activities.

B. Work Environment

Work is performed in a wide variety of community settings, including service recipient residences, outdoor locations, and community service agencies. Considerable travel is involved. Case Manager frequently works under non-climate-controlled conditions and may be exposed to various health hazards.

MINIMUM CREDENTIALS/REQUIREMENTS

Requires Bachelor of Arts or Sciences degree in behavioral sciences which includes: psychology, sociology, social work, special education or human services (if the curriculum includes 30 hours of course work on understanding of individual, family and social behavior, and the department approves the transcript identifying the course work). Must have completed the equivalent of 1 year of full-time employment working directly with children after completion of educational requirements. A Master's Degree in a behavioral science may substitute for the 1 year of experience. Must have completed a case management training program provided by DMHMRS within six months of date of employment, and supervision, and receive weekly documented face-to-face supervision by a Behavioral Health Professional (BHP) or BHP under supervision, or a case manager who meets the requirements of this and had 2 years' case management experience.

Position requires valid driver's license and good driving record. Must successfully complete all required background screenings. Direct Service Providers utilizing electronic health records and/or other automated/electronic documentation systems are required to have computer and keyboarding experience and skills or the ability to develop such skills within required timeframes in order to meet the level of proficiency set by the agency. Direct Service Providers utilizing electronic/automated documentation systems will be required to undergo a computer and keyboarding assessment test to determine proficiency.

HBV Status: I

DOL Status: Nonexempt

Signed in acceptance: _____ Date: _____

Physical Demands & Environmental Conditions

ESTAB.JOB TITLE Case Manager ESTAB.&SCHED.NO. _____
 DOT TITLE & CODE _____

PHYSICAL DEMANDS	COMMENTS
1. Strength a. Standing <u> 20 </u> % Walking <u> 20 </u> % Sitting <u> 60 </u> % Weight b. Lifting <u> Yes </u> <u> 50 lbs </u> Carrying <u> Yes </u> <u> 50 lbs </u> Pushing <u> No </u> _____ Pulling <u> No </u> _____	Limited lifting of files and consumer belongings
2. Climbing _____ <u> Occas. </u> Balancing _____ <u> Occas. </u>	Stairs, sometimes on client outings
3. Stooping _____ <u> Occas. </u> Kneeling _____ <u> Occas. </u> Crouching _____ <u> Occas. </u> Crawling _____ <u> Seldom </u>	Interactions with clients, including children
4. Reaching _____ <u> Freq. </u> Handling _____ <u> Freq. </u> Fingering _____ <u> Freq. </u> Feeling _____ <u> Freq. </u>	Operate equipment, writing/typing, paperwork, Interactions with children
5. Talking Ordinary _____ <u> Yes </u> Other _____ _____ Hearing Ordinary Conv. _____ <u> Yes </u> Other Sounds _____ <u> Yes </u>	Must be able to effectively communicate Must be able to effectively communicate
6. Seeing Acuity, Near _____ <u> Yes </u> Acuity, Far _____ <u> Yes </u> Depth Percep. _____ <u> Yes </u> Accommodation _____ <u> Yes </u> Color Vision _____ <u> No </u> Field of Vision _____ <u> Normal </u>	Requires driving, reading

Source: U.S. Department of Labor, *Handbook for Analyzing Jobs* (Washington, D.C.: U.S. Government Printing Office, 1972): p.339

ESTAB.JOB TITLE Case Manager

ENVIRONMENTAL CONDITIONS		COMMENTS
1. Environment Inside <u> 70 </u> % Outside <u> 30 </u> %		Outside for travel or other outings
2. Extreme cold with or without temperature changes	Limited	Transportation, client homes
3. Extreme heat with or without temperature changes	Limited	
4. Wet and/or humid	Limited	Transportation, client homes
5. Noise Estimated maximum Number of decibels	Normal	
Vibration	No	
6. Hazards Mechanical _____ Electrical _____ Burns _____ Explosives _____ Radiant Energy ____ Other _____	No _____ Limited _____ No _____ No _____ No _____ Yes _____	Office equipment, appliances Population is unpredictable, some exposure to infections
7. Atmospheric Conditions Fumes _____ Odors _____ Dusts _____ Mists _____ Gases _____ Poor Ventilation ____ Other _____	No _____ Occas. _____ Occas. _____ No _____ No _____ Occas. _____ No _____	Client homes

RATINGS E.C.: I O B 2 3 4 5 6 7

PROTECTIVE CLOTHING OR PERSONAL DEVICES

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