



JOB DESCRIPTION

Job Title: Case Manager

Immediate Supervisor: Vice-President / C.O.O.

Duties and Responsibilities:

- Assist the Vice-President with the design and development of the clinical aspects of program services; through appraising staff performance.
- Meets with assigned counselors to provide administrative guidance, assess dynamics and needs of each case, determine the appropriateness of the assess progress of service delivery and planning; and determine what documentation is missing from the client.
- Plans and facilitates monthly peer supervision meetings.
- Supervise and manage a case load of counselors through reviewing and signing off on their progress notes on a weekly basis. Reviews client files to ensure proper and complete documentation of actions and services.
- In the event that an assigned counselor is unable to see their clients for whatever reason, will see their clients during their absence. Prepares progress notes.
- Conduct quality assurance via phone calls and face to face meetings with the client parent/guardian and the client to ascertain how services have been going and if improvement needs to be made.
- Manages a small caseload of clients, providing services on an concentrated basis and utilizing short term, solution focused treatment strategies.
- Contact client and in some instances family/caregivers upon receipt of new referral to set up psychological assessments or diagnostic assessments which will be conducted by the LMHP.
- Work collaboratively with Counselor and LMHP to assist in wraparound team meetings to enlist existing supports in determining and meeting, service objectives and to identify additional resources and supports.
- Assist in the written preparation of individualized service plan, assisting the assigned counselor with incorporating input from clients, involved service providers, and wraparound team members, and clearly identifying problem areas and needs, strategies, and service objectives.

- Contact physicians, probationary officers, social workers, school officials (if applicable), etc. to obtain important documentation for the client file such as physicals, psychological assessments, IEPs (if applicable), etc.
- Responds to crisis situations with twenty-four hour day availability, in the event a counselor cannot respond.
- Collaborates and coordinates with other case involved service providers and professionals, such as attorneys, school personnel, social workers, and probation counselors.
- Assist in the linking of clients with external programs or services, such as health services recreational activities, childcare services, financial resources, employment resources, childcare, AA/NA groups, transportation resources, and others.
- Attends court hearings, and other appointments when necessary.
- Work collaboratively with other stakeholders such Community Services Boards, Social Workers, Probation Officers, etc.
- Establish a good working relationship with other public and private agencies/services, and interface collaboratively with them and document it in the client Contact Sheets.
- Support Directors and Administration as required.
- Assume self-empowerment, when applicable, to solve problems and act on opportunities, but maintain good communication with supervisor to be sure of the appropriateness of the actions taken.
- Promote and market the company through vendor fairs, community events, attending meetings with referral sources, etc.
- Assist in the written preparation of quarterly reports and written discharge summary and plan.
- Assist in the education of family members regarding existing community services, and act as an advocate in connecting family members to these services.
- Advises of clinical services, its staff, and its needs and solicits his assistance in implementing solutions to problems.
- This position requires a mandatory approved criminal registry and CPS check.
- Requires a criminal record checks and checks of the registry of founded child abuse and neglect complaints.
- Requires certification in CPR and First Aid.
- Requires behavior management training approved by the state VA.

Minimum Qualifications:

Education and Experience

Must have a Degree in related Field such as Social Work, Psychology, Counseling, or a related field from an accredited college or university; or years of experience working within the human services field; experience in the area of program design and development, program management, and staff supervision.

Knowledge, Skills, and Abilities

Ability to set strategic objectives for mid-size social service organization; skills in program development and design and the development and implementation of program budgets; ability to negotiate contracts; ability to effectively manage the financial affairs of a mid-size social service organization; working knowledge of human services system, roles of human services personnel, and relevant community resources; ability to screen, hire , manage, and evaluate staff; ability to conduct and facilitate meetings; knowledge of the principles and techniques of youth and family counseling; ability to maintain effective working relationship with other social services providers, service purchasers, and clients; ability to communicate effectively both orally and in writing.

Your Signature below states that you understand the details of the position and you will adhere to it.

Employee Signature

Date