



Job Description

Job Title: Case Manager
FLSA: Non-Exempt
Reports To: Area Director or other designated Supervisor
Office: Long Beach; Orange County; San Fernando Valley; Ventura
Revised: 3-5-2018- Mark Kuntz

SUMMARY: Under the Supervision of the Area Director or designated Supervisor, the Case Manager is responsible for all case management activities associated with the designated program or programs assigned.

Essential Duties and Responsibilities

- Review scope of work requirements for each program assigned by Area Director or Supervisor.
- Fulfill program or contract requirement as outlined in contract or as directed by Area Director or Supervisor.
- Serve clients and community with empathy and awareness of appropriate boundaries
- Ensure client eligibility for services
- Provide case management services to all clients as needed and in accordance with policies and procedures, including but not limited to Intake, Assessment, Care planning, linkage and consultation to resources in the community.
- Monitor and Track charts monthly for service provision. Provide follow up for those charts not in compliance.
- Keep client charts locked when not in use.
- Follow all HIPAA rules for compliance
- Attend all meetings and supervision appointments as scheduled.
- Provide all reports to Area Director as scheduled
- Provide back up for other staff as needed.

Other duties may be assigned.

Competency:

To perform the job successfully, an individual should demonstrate the following competencies:

- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations. Uses reason even when dealing with emotional topics.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.
- **Interpersonal** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Written Communication** - Writes clearly and informatively; edits work for spelling and grammar; Varies writing style to meet needs; Able to read and interpret written information.
- **Team Work** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed; Recognizes accomplishments of other team members.
- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Assessments and Care Planning** – Demonstrates ability to complete a thorough Psychosocial Assessment and Care Plan to identify client needs and develop plan to address identified needs and show outcomes.
- **Knowledge of Community Resources** – Demonstrates knowledge of community resources and ability to research and develop comprehensive resource list to serve clients effectively.
- **Ethics** - Works with integrity and ethically; upholds organizational values.
- **Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.
- **Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education: High School diploma, GED or Bachelor's degree with experience with customer service. The CBEST, Payee Services and ICMS programs requirements are as follows: High School diploma requires a minimum of 2 years of experience providing similar case management services; Bachelor's degree requires 1 year of experience with similar case management services; Master's degree in Social Work or related field with internship experience.

Language Ability: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals.

Math Ability: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Word Processing software and Spreadsheet software.

Certificates and Licenses:

No certifications needed

Supervisory Responsibilities:

This job has no supervisory responsibilities.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Physical Demands:

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Specific vision abilities required by this job include Close vision. While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear.

Employee Statement

I certify that I have read and understand the contents of my job description. I understand that my job responsibilities may be changed at any time. Furthermore, I understand that this is not a contract and does not alter the at-will nature of my employment.

Employee Name

Employee Signature

Date