

	<b>Title: Developmental Services Case Manager</b>	
<b>Position Classification</b>	<b>Pay Family: Community Support</b>	<b>FLSA Status: Non-Exempt</b>
<b>Description</b>	<b>Pay Grade: 4</b>	<b>Benefit Eligibility: All</b>
<b>Employee Name (print):</b>		
<b>Employee Signature:</b> (I have received a copy of this job description and my supervisor has reviewed it with me)		<b>Date:</b>
<b>Supervisor Signature:</b>		<b>Date:</b>
<b>Director of Community Support Signature:</b>		<b>Date:</b>
<b>Executive Director Signature:</b>		<b>Date:</b>
<b>Date Position Classification Last Reviewed: 6/01/17</b>		
<b>Date Position Classification Last Reviewed: 6/01/17</b>		

The following is a composite representation of the responsibilities for the respective job title. It is not intended to cover all possible job requirements or job factors of the titled position. Lines of supervision and reporting are as shown on the organizational chart.

### **DEFINITION**

Under supervision of the Case Management Supervisor, this position is responsible for providing case management services to support children and adults with Developmental Disabilities (DD). These services utilize a team approach and are coordinated within the agency, community partners, and the family to meet the needs of the consumers in supporting independent living. Case management includes assessing needs, providing outreach, connecting the consumer with services, acting as an advocate, and providing supportive counseling. The Case Manager is responsible for preparing documentation with accuracy and completeness. The typical case load will be 25-30 cases.

### **JOB EXPECTATIONS AND ESSENTIAL FUNCTIONS**

- Complete a comprehensive evaluation for the consumers needs based on their history, diagnosis, strengths, resources and disabilities.
- Conduct the VIDES assessment, the Person-Centered Review in order to develop Person Centered Plan (PCP), which includes service and support needs, treatment goals and ways of meeting the goals.
- Link and refer to agency and private providers, community partners, and medical providers.
- Maintain monthly contact with each consumer ensuring continuity of care.
- Provide 30-day face to face visits with consumers who meet Enhanced Case Management and seeing them within the residence every 60 days.
- Maintain collateral contacts with families of consumers or other community caregivers, providing educational and supportive services as needed;
- Complete Regional Support Team Referrals (RST) when consumers have difficulty finding services, moving into a 5 bed or more group home, having a pattern of being removed from the home and choosing to move into a nursing facility or Intermediate Care facility
- Complete Quarterly Reviews
- Complete documentation and enter into the GPCS Electronic Health Record ensuring compliance with all applicable regulatory standards.

- Attend in-service training sessions, conferences, workshops, seminars related to the provision of developmental services for professional and program development.
- Establish and maintain effective working relationships with consumers, organizations and agencies responsible for providing services to target population.
- To perform other assigned duties as necessary within established policy and procedures.

## **REQUIREMENTS**

### **EDUCATION**

Bachelor's Degree in Human Services field of study (example include Social Work, Counseling or Psychology).

### **EXPERIENCE**

The incumbent must have considerable related experience, and training which indicates the required knowledge, skills, and abilities necessary for DD case management.

### **LICENSE(S)**

Position will be required to possess a valid Virginia driver's license

### **PRE-EMPLOYMENT**

Must submit to pre-hire criminal background check

## **KNOWLEDGE AND ABILITIES**

- Knowledge of case management services and needs of adults with intellectual and/or developmental disabilities.
- Knowledge of consumers with intellectual and/or developmental disabilities, the impact on individuals, families, and the community and related behavioral situations.
- Knowledge of the nature of intellectual and/or developmental disabilities, including clinical and developmental issues.
- Knowledge of human personality growth and development.
- Knowledge of treatment modalities and intervention techniques, such as behavior management, independent living skills training, supportive counseling, family education, crisis intervention, and service coordination.
- Knowledge of different types of assessments, including functional assessments, and their uses in service planning.
- Knowledge of case management and consumer assessment principles.
- Knowledge of development of PCP's, the service planning process, and major components of a service plan.
- Knowledge of community services, programs and resources, to include availability of primary health care, support systems, eligibility criteria and intake processes and generic community resources.
- Knowledge of interagency coordination.
- Knowledge of the use of medications in the care and treatment of intellectual and developmental disabled persons.
- Knowledge of emergency services and REACH.
- Knowledge of case management documentation of services standards.

- Knowledge of Goochland Powhatan Community Services policies and procedures.
- Knowledge of all applicable federal and state laws, state regulations and local ordinances.
- Ability to provide effective case management services for the DD consumer, as well as, comprehensive record-keeping of activities and documentation.
- Ability to use information from assessments, evaluations, observations, and interviews to develop individualized service and treatment plans for DD consumers.
- Ability to establish and maintain good working relationships with all agency employees and other community partners.
- Ability to identify and document persons' needs for resources, services, and other supports and how these can be utilized to promote achievement of an individual's goals.
- Ability to coordinate the provision of services to the ID/DD consumer by GPCS programs and other diverse public and private providers.
- Ability to exercise sound judgment, and demonstrate resourcefulness in problem solving and conflict resolution.
- Ability to work independently, take initiative, and make emergency judgments.
- Ability to handle emergency situations without direct supervision.
- Ability to effectively work and communicate with all types/levels of persons, maintaining a good rapport with consumers and family.
- Ability to effectively communicate orally and in writing,
- Ability to complete required training including Crisis Intervention/Emergency Behavior Support and in-service First Aid and CPR training.
- Ability to manage and maintain an active caseload requiring flexibility and organization and prioritization of tasks utilizing appropriate time management skills.
- Ability to work under pressure; set priorities and meet deadlines.
- Ability to tolerate verbal and possible physical abuse while maintaining a professional demeanor.
- Ability to have patience with consumers and consumer's family members or guardians.
- Ability to access internet and use appropriate technology and applications including Microsoft Word and Excel.
- Ability to maintain confidentiality of consumer's information.
- Ability to safely operate a vehicle.
- Possess great attention to details, ensuring accuracy and completeness of all records and documentation.

Persons with mental or physical disabilities are eligible as long as they can perform the essential functions of the job after reasonable accommodation is made to their known limitations. If the accommodation cannot be made because it would cause the employer undue hardship, such persons may not be eligible.

### **ENVIRONMENTAL CONDITIONS**

Work environment will typically be working at the consumer's residence, in the community, in an office and clinical setting. Work environment will involve traveling within the community and will include exposure to road hazards usually experience in driving in rural, county surroundings, interstate highway driving, including exposure to weather and temperature extremes that may affect driving conditions. May involve exposure to aggressive verbal and physical behavior, and exposure to infectious diseases from others. Sitting: 60%; Standing/Walking 30%; Driving: 10% Average Weight Required to lift or carry at any one time: 50 pounds for brief periods of time.