



Job Description

I. Job Title: Children's Care Manager (Non-Medicaid)

II. Minimum Qualifications:

Education: A bachelor's degree in human services

Experience: at least two years experience in the provision of direct services to the population, or an MSW or MA in human services plus one year's experience as above.

Others:

- a. Must have basic computer literacy and excellent verbal and written skills.
- b. Valid and insurable driver's license required and use of own car.

III. Immediate Supervisor: Care Manager Supervisor

IV. Duties and Responsibilities:

A. Essential Duties and Competencies:

1. Assesses the client's success and satisfaction in the environments of living, learning, working, and socialization;
2. Advocates for and assists clients in gaining access to entitlements and benefits, health and human services, including preparation and coordination of applications.
3. Assumes full responsibility for caseload of individuals including all charting and paperwork responsibilities associated with cases.
4. Responsible for crisis coverage of caseload when indicated.
5. Provides outreach in the community via home visits to engage clients and link to services.
6. Identifies and advocates for improvements in the services that our clients receive.
7. Compiles, reports, and maintains records in an accurate and timely manner in accordance with appropriate required
8. Meets with each client 2x per month, every month
9. Implements and coordinates the care plan in conjunction with the client and involved support annually.
10. Participates in care coordination and other inter-disciplinary team meetings for case reviews, exchange of information, and supervision.
11. 100% of services provided will be on the active treatment plan.
12. 100% of the required training will be completed within specified time frames.

B. Ethical Standards:

1. Acts in a manner that is in accordance with current ethical standards and promotes a positive public image for the organization and the profession. In addition, it acts in accordance with applicable state and federal laws and in accordance with the established professional standards.
2. Practices self-care and recognizes signs of vicarious traumatization and work-related burnout.
3. Displays appropriate boundaries with clients and co-workers.

C. Communication, Cooperation, and Collaboration:

1. Exhibits objectivity and openness to others' views.
2. Provides and accepts both positive and negative feedback.
3. Communicates assertively and directly.
4. Communicates effectively with all departments in the agency with a focus on teamwork and the vision of providing excellent service and working toward the continued viability of the agency.



5. Bring conflict into the open and facilitate a beneficial conclusion.
6. Anticipates problems and proactively addresses issues.
7. Values and contributes to a teamwork environment.
8. Builds trust, respect, and credibility for a congenial work environment.
9. Accepts change and adapts to new situations.
10. Adheres to confidentiality standards.

D. Administrative:

1. Submission of timesheets in a timely manner.
2. Maintains a 90% or higher customer satisfaction rating.

E. Physical Demands:

1. 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.
2. The employee must be able to sit and remain in a stationary position for durations of time.
3. The person in this position needs to constantly operate a computer and other office productivity machinery.
4. The person in this position occasionally ascends/descends a ladder.
5. The employee must have the ability to communicate information and ideas so others will understand.
6. The employee must be able to exchange accurate information in these situations. The employee must have the ability to observe details at close range (within a few feet of on server).
7. The employee must be able to lift/or move up to 5 lb. and occasionally lift/or move up to 10 lb.