

**POSITION:**           **CASE MANAGER**

**CLASSIFICATION:** Non-Exempt

**REPORTS TO:**       Program Director

**DATE UPDATED:**   April 15, 2016

**POSITION SUMMARY:**

Case Manager will provide person-centered services intended to support consumers in pursuing their desired life outcome. Serves as an advocate for the consumers and is responsible for the development of the Individual Service Plan (ISP) and the on-going monitoring of the provisions of service included in the ISP. Responsible to be familiar with the CCRC Policy and Procedures manual, service standards and regulations. Monitors services for consumers funded by DD Medicaid Waiver, State General Fund (SGF), and Navajo Nation Division of Family Services (NNDFS). Will provide positive support and be a resource to fellow coworkers to promote team work while upholding CCRC's mission and vision.

**SPECIFIC DUTIES:**

1. Will collaborate with ancillary services (Physical therapy, occupational therapy, speech-language pathology therapy, behavior support, and nutritional) to ensure consumers' needs are addressed.
2. Facilitates Pre-ISP meetings for consumers, one-week prior to the Annual ISP meeting to assist direct support staff in planning and developing targeted realistic desired outcomes and action plans with measurable action steps and relevant useful teaching and support strategies.
3. Responsible to develop the Individual Specific Training (IST) section of the Individual Service Plan (ISP) outlining information on Therapy services, Health Care Plans, Medical Emergency Response Plans, and Orientation of Consumers Preferences.
4. Ensures the Developmental Waiver Budget worksheet and the Long-term Care Abstract Assessment (LTCAA) is completed and submitted for consumers based on their service needs.
5. Responsible to review the Teaching and Support Strategies, Semi-Annual Reports, and Quarterly Reports for accuracy and completeness and submit to external case management agencies.
6. Responsible to review "Time-In & Out" documentation for accuracy and filed in the consumers' master case file.
7. Coordinates the scheduling of all ISP, six-month review, 30-day, and IDT meetings with the external case managers, guardians, consumers, staff and therapists and generates a monthly meeting calendar.
8. Schedules and informs the consumer and guardian about the purpose and process for completing the Supports Intensity Scale (SIS) assessment.
9. Coordinate and schedules physical therapy, occupational therapy, speech language pathology, behavior support, and nutritional training for new hires, assignments and/or refresher trainings for staff.
10. Coordinates and collaborates with the Agency Nurse for training and implementation of Comprehensive Aspiration Risk Management Plan (CARMP).
11. Coordinates with the Health department to receive health information and reports from Therap (software) and distributes to programs for filing.

12. Responsible to forward Incident Reports to Health, Safety and Risk Manager to be logged into Therap software within 48-hours.
13. Distributes the consumers' Service Plan's and outcome progress reports to guardians', therapists, and external case management agencies.
14. Case Manager will ensure that confidential consumer master files are—maintained according to Department of Health (DOH) and Navajo Nation Division of Family Services (NNDFS) standards and regulations and are in a secured locked file cabinet.
15. Will conduct internal quarterly reviews of the consumer master files to ensure compliance in accordance to the case file check-list. All inactive consumer files that are 7 years or older will be digitized and the hardcopy destroyed according to the 802.1 C. Document Destruction policy.
16. Assists consumers in submitting relevant financial information to Division of Vocational Rehabilitation (DVR), Medicaid Waiver, Navajo Nation Office of Special Education Rehabilitation Services (NNOSERS), Navajo Housing Authority (NHA), and Income Support Division (ISD) to verify eligibility.
17. May provide individualized support sessions to consumers, when requested or as needed for issues and concerns.
18. Participates as a member of CCRC, Inc. Admissions Committee.
19. Participates on the CCRC Strategic Planning team, management team, Interdisciplinary team and Incident Review Committee.
20. Responsible to prepare and submit proposed restrictions/limitations recommended by the Interdisciplinary Team (IDT) for review and approval by the Human Rights Committee to ensure the health and safety of the consumer.
21. Advocates and accompanies consumers for legal proceedings (guardianship, estate hearing, adjudication hearing, etc.).
22. Ensures all consumers' personal identification is on file: Social Security card, Certificate of Indian Blood, Birth Certificate, and State issued identification (ID) card and medical insurance card.
23. Serves as the Incident Management Coordinator of CCRC's Incident Management Review Committee and
24. Facilitates weekly incident management meetings to ensure the health and safety of consumers to develop and implement recommendations for preventive measures.
25. Will recruit potential consumers by offering a tour of CCRC programs/facility, or conducting presentations of CCRC services with families, Bureau of Indian Education (BIE), Public Schools, Special Education Programs and school fairs or attending Individual Education Plan (IEP) meetings.
26. Serves as a representative for consumers who receive SSI/SSB benefits by submitting relevant financial and employment information and completing the Representative Payee, Disability Function, and Disability Update Reports to maintain eligibility.
27. Coordinates with CCRC's Health Department in completing the Jury Duty Questionnaire for consumers to be excused from jury duty.
28. Maintains family contact by coordinating home visits for consumers. Coordinates and schedules transportation for consumers during holidays and weekend home visits.
29. When necessary will arrange for an interpreter for non-speaking Navajo staff and ancillary services to effectively communicate with parents/guardians.
30. Obtain signatures from guardians for consenting medical procedures.
31. Responsible to mail Satisfaction Surveys to parents/guardians annually for the purpose of identifying opportunities for improvement.
32. Develops and submits quarterly reports to Navajo Nation Department of Family Services (NNDFS) and CCRC Executive Director outlining accomplishments, corrective action and goals.

33. Informs guardians annually of the Abuse, Neglect and Exploitation Procedures, the Grievance Procedures and the Contraceptive Policy and Procedures for consumers, and obtains an acknowledgement signature.
34. Coordinates and schedules psychological evaluations of consumers as recommended by the Interdisciplinary Team (IDT).
35. Assist the Health, Safety and Risk Manager to enter incident report details into General Events Reporting (GER) of Therap (software).
36. Will attend transition meetings for consumers to document a successful transition and changes the payee for SSI/SSB and Railroad benefits.
37. Other duties as assigned.

**QUALIFICATIONS:**

1. Bachelor's Degree in Social Work, or other related human service field or 2 (two) year experience in social service or other related field.
2. Ability to work with persons with developmental disabilities.
3. Ability to prepare written reports.
4. Bilingual (Navajo and English) strongly preferred.
5. Sensitivity to the needs of consumers, family and community.
6. Need excellent writing and communication skills.
7. High school diploma or GED
8. Valid Driver License
9. Must pass the Employee Abuse Registry Clearance
10. Must pass the Caregivers Criminal History Screening Clearance

**SALARY RANGE:** \$21,180.00 - \$43,670.00 per year depending upon experience