



CASE MANAGER/FAMILY ADVISOR

Qualifications

Bachelor's Degree in human services or a related field or an Associate's Degree in human services or related field. Experience working with human service systems serving people with long term, chronic health conditions or developmental disabilities.

Service coordinators report to a specific supervisor, participate in a team based management model and respond to work audits prepared by the QA coordinator.

Job Responsibilities

• Customer Service

- Coordinate service for 20 to 25 people
- Compile documentation (IEP, psych, social, medical, etc.) necessary to coordinate enrollment and secure services on behalf of the consumer and maintain eligibility
- Identify service needs, issues and concerns
- Collaborate with families, professionals and other involved parties to develop a comprehensive plan of care
- Communicate in writing or by telephone with providers and families to resolve issues, secure services or advocate for change
- Return telephone calls promptly
- Visit with consumer and or guardian (care giver) in the program as prescribed by programmatic regulation or at the request of the family
- Advocate for services as requested by family
- Establish availability to accommodate the families
- Acquire knowledge and recall of families being served
- Develop well written, comprehensive case notes and service plans
- Act as a liaison between consumer/family and Medicaid, school, providers, etc.

• Record Management/Regulatory Compliance

- Demonstrate command of regulatory requirements through timely and accurate completion of required paperwork
- Maintain neat and presentable case records for each person served
- File essential documents according to table of contents
- Maintain case note entries for each event, conversation or meeting that occurs on behalf of a client
- Draft plan 2x a year, every 6 months for each consumer on the caseload
- Enroll consumer into HCBS/MSC programs
- Updating ex's as a need arises

• Internal Reporting

- Submit accurate and complete billing sheets, disposition logs, site visit schedules, rental requests, and expense reports to your supervisor on time
- Complete time sheets accurately based on time of arrival, departure, lunch break and site visit leave

- Complete time-off requests prior to actual leave and submit to supervisor for approval
- Submit billing sheets to Supervisor and director of Programs 2x a month for each consumer on the caseload

- **Administrative**
 - Attend bi-weekly staff meetings
 - Participate in bi-weekly supervision
 - Attend external training opportunities as scheduled
 - Enter 6+ hours into dispo daily if working a 7 1/2 hour day
 - Achieve 80% contact time across families - Achieve 90% program compliance
 - Maintain audit ready, neatly kept records
 - Complete appropriate reports for supervisor, data base manager etc.
 - Report changes of address, phone number or program designation
 - Demonstrate knowledge of all SKIP services and programs
 - Demonstrate knowledge of programs and services available to assist population

- **Physical Requirements**
 - Go to consumer home where there may be animals present
 - Climb stairs and take elevators
 - Use public transportation
 - Lift heavy client charts
 - Possibly drive long distances
 - Attend IEP meetings, tours of schools/Day habs, attend fair/impartial hearings
 - Do site visits in all areas of the state

Salary

Based on experience