



POSITION: CASE MANAGER

REPORTS TO: This position reports to the Program Director.

PURPOSE: The Case Manager will provide ongoing support to the Shelters. The overall goal of this position is to enhance the quality of client management and satisfaction, to promote continuity of care and cost effectiveness through the integrating and functions of case management, utilization review and discharge planning. This position requires an ability to maintain strict confidentiality and handle information with tact and diplomacy.

EMPLOYMENT CATEGORY: This position is considered EXEMPT under the Fair Labor Standards Act (FLSA) 29 CFR 778.415 – 778.421. EXEMPT employees are not entitled to overtime pay under the specific provisions of this law.

FUNCTIONAL RESPONSIBILITIES:

- Works closely with clinical team and outside community placement organizations to identify child needs and goals in line with state, federal and local requirements.
- Develops emotionally safe, supportive, and appropriate relationships with the clients on their caseloads.
- Assesses needs of clients and creates service plans and behavior management plans in collaboration with the Interdisciplinary team.
- Identifying gaps in service and/or potential areas of concerns and advocates on behalf of client by communicating clearly with agency and primary Case Managers.
- Obtain all necessary intake and discharge paperwork, making sure they are complete and signed; especially the *consent to treat* documents from the legal guardians.
- Promote effective and efficient utilization of clinical resources.
- Mobilizes resources as needed to achieve expected treatment goals.
- Attends required staff and committee meetings regularly.
- Complete annual trainings in a timely manner as required by governing agencies and organization.
- Prepare client files for annual compliance reviews.
- Is an active member of the interdisciplinary Treatment Team working collaboratively with Cottage staff, education support and development team.
- Develop relationships with representatives in other agencies to support individuals in attaining services.



- Coordinate, prepare and maintain required charting and documentation in timely and thorough manner.
- Volunteer at a minimum of one fundraising event per year.
- Adhere to all client confidentiality requirements and standards.
- Other duties as assigned.

EMPLOYMENT STANDARDS:

- Bachelor Degree or higher in Social Work or related field, with 1 year of experience in the field or Associate Degree in related field with 3 years of case management, client management or youth development
- Effective verbal and written communication skills
- Strong and timely documentation and assessment skills
- Strong team/consensus building skills
- Ability to effectively resolve conflict and cope with crisis situations

EMPLOYEE NAME: _____

EMPLOYEE'S SIGNATURE: _____ **DATE:** _____