

CASE MANAGER
JOB DESCRIPTION

JOB TITLE: Case Manager
REPORTS TO: Administrator
SUPERVISES: Direct Care Staff and Children

BASIC FUNCTION:

The basic function of the Case Manager is to establish and build supportive and nurturing relationships with the child. To coordinate all services to meet the child's needs and act as a liaison between children, staff, managing conservator and all service providers.

RESPONSIBILITIES/TASKS:

1. Communicates with supervisor, program staff, DFPS, therapist, psychiatrist, school personnel and other service providers to assess and discuss child's progress and needs.
2. Participate in scheduled staff meetings.
3. Interacts with foster children in the foster home and on outside activities.
4. Makes all telephone contacts with outside entities and completes all related paperwork.
5. Completes all initial and ongoing assessments and outcome measures; completes case logs, incident reports, discharge summaries and all other designated case management paperwork in a timely manner.
6. Schedules, invites members of the treatment team and other service providers to individualized service plan meetings. Reviews and develops, along with other members of the treatment team, service planning and then monitors and manages the needs, goals, and progress of the child's progress towards such.
7. Coordinates counseling, psychological evaluations, psychiatric assessments and monitoring for on-going treatment and crisis intervention.
8. Supervises child's visits with parents and/or siblings as needed.
9. Transports children to various appointments in place of the staff if necessary.
10. Assist the Administrator in monitoring staff for compliance with the Minimum Standards for Residential settings, Hope Haven of East Texas guidelines, Residential Contract guidelines and agency policies and procedures.

11. Works with the staff to ensure services for the child outside the home and therapeutic care within the home are carried out appropriately.
12. Ensures that all child due dates for physicals, medicals, counseling, medication monitoring and other aspects of the individualized service plans are met.
13. Participates in scheduled activities for staff and children that are held after normal office hours or on weekends.
14. Reports suspected child abuse/neglect to supervisor, licensing and appropriate law enforcement agency.
15. Assists in the enrollment of child in school and/or withdrawal upon discharge; communicates with school and meets with teachers as needed. Assists school personnel in the development of the Individual Education Plan.
16. Maintains timely and accurate information in children's records.
17. Attends court hearings and DFPS permanency meetings as needed.
18. Consults with supervisor on specific needs of child and reports all serious incidents immediately.
19. Rotates with other staff to be on call (after hours and on weekends). This is usually on average one week out of the month.
20. Participates in in-service training. For this position, 30 clock hours of job-related training are required for the first year of assignment to child-placing responsibilities. Thereafter, 20 clock hours of job-related training are required.
21. Participates in training that may be scheduled after hours and/or on weekends in order to meet the above requirement.
22. Performs other assignments and duties as requested.
24. Has the ability to set limits with residents while also professionally handling any negative reactions that may occur resulting from setting limits/ discipline.
25. Presents deep interests in young people, as well as how to create positive youth development.
26. Stay abreast of professional literature and development in order to enhance skills.

POSITION REQUIREMENTS, KNOWLEDGE, SKILLS AND ABILITIES

NOTE: These requirements represent minimum levels in order to perform the job on a satisfactory basis. Candidates must have the ability to satisfactorily perform the essential functions of the job.

1. Requires basic understanding of a field of knowledge that involves the ability to define problems, collect data, establish facts, and draw conclusions dealing with abstract variables, knowledge normally associated with attainment of bachelor's degree with a major in a human service related field.
2. Ability to be certified in CPR & 1st Aid, Medication Administration and Behavior intervention which includes physical restraint of children.
3. Work deals mostly with areas such as preparing and reading data, foster child records, reports, visual inspection involving small details. Visual work is primarily close to observer.
4. Ability to recognize differences in sound, such as voices/noises that are loud and playful instead of angry or combative; and ability to differentiate tones and volume in conversations to determine mood and response to person.
5. Ability to work under moderate supervision.
6. Ability to exercises patience, good judgment, and confidentiality; to observe and make accurate assessments of situations with available information.
7. Ability to be on call as assigned and attend trainings and events after office hours and/or on weekends.
8. Ability to work with frequent interruptions and in stressful situations; ability to respond in crisis situations.
9. Ability to establish and maintain effective working relationships with foster parents, children, other employees and the public.
10. Sufficient good health to properly discharge duties. Employees shall not be permitted to work when they have infectious disease or skin lesions, for the duration of the communicability.
11. Acknowledge the unique Statement of Faith mission of Hope Haven of East Texas and respond appropriately to the cultural differences among the agencies service population.
12. Possess valid driver's license and have a driver's record which is within the Guidelines of the insurance underwriter.
13. Must not have been convicted of a felony or criminal offense against a child.

MINIMUM QUALIFICATIONS:

This position requires a person with a Bachelor's degree preferably in a human services related field. Experience working for a Residential setting, Child-Placing Agency or other related job experience is a plus. Minimum 2 years work experience preferably teenagers within the last 10 years.

This position requires the positive completion of a 90-day probationary period. During this time the agency and employee will decide if the professional relationship is cohesive. At any time during the 90-day probationary period, either the agency or employee may terminate the relationship for any reason.

My signature below confirms that I have received a copy of the above job description for Case Manager and I agree with the required positive completion of the probationary period and have had the opportunity to discuss it with my supervisor.

Employee

Date

Supervisor

Date