INTELLECTUAL AND DEVELOPMENTAL DISABILITY CASE MANAGER

DEFINITION
I/DD Case Managers work with adults who have intellectual and developmental disabilities and have been determined eligible for Dane County services. Case Managers also work closely with families, guardians, service providers and natural supports. Case Managers coordinate comprehensive assessments of individuals’ needs, facilitate family and person-centered plans, comply with court requirements, develop or connect people to needed supports then monitor the continued appropriateness and effectiveness of these supports. Case Managers promote self-determination, community belonging, valued social roles, the sharing of ordinary places, opportunities for contribution, and choice while seeking to ensure health and safety.

EXAMPLES OF DUTIES
-Establish on-going relationships and partnerships with individuals their families, guardians, service providers and natural supports.

-Perform individualized assessments through review of historical information, interviews and observation with the individual, their family, friends, advocates, service providers, medical professionals and other team members.

-Act as team leader, facilitating regular team meetings, coordinating services and seeking outside resources and consultation as needed.

-Facilitate, write and distribute annual person-centered plans and individualized financial plans that outline the support an individual needs to live and work successfully in the community and how it will be funded.

-Implement the individualized plans to the maximum degree possible by:
  - ensuring all available social and financial resources are known and explored, including family relationships, community connections and friendships, County funded services, and generic resources;
  - determining gaps in the existing unpaid and paid support network then working to eliminate these gaps, developing new supports when needed;
  - identifying who will provide needed supports and for how long, then obtaining authorization for paid services when appropriate;
  - helping individuals and their families and teams create, understand and implement the person’s individualized plan;
  - assisting individuals and families to prioritize how they spend their service dollars to achieve the outcomes outlined in the person’s individualized plan.

-Autonomously complete daily, monthly and annual paperwork needed to maintain public benefits such as Medicaid waiver services, social security and Foodshare.

-Work closely with human service, medical, mental health and criminal justice systems to ensure individual and community safety.
-Work closely with behavior support specialists to develop and maintain safe home, school and work environments for individuals with challenging and potentially dangerous behaviors.

-Mediate conflicts between individuals, their families and or support providers as needed.

-Meet requirements needed to complete state long term care functional screens for adults.

-Prepare correspondence, reports and other written records as required.

-Participate in relevant in-service training programs to maintain clinical competence and leadership.

-Perform other duties as assigned with flexibility, humor and creativity.

**EMPLOYMENT STANDARDS**

**Education and Experience:** Requires a bachelor's degree plus 2 years professional experience working with individuals with intellectual and developmental disabilities. Possession of any of the State of Wisconsin social worker certifications preferred. Within thirty days of hire must pass the state’s mandatory Long-Term Care Functional Screen test.

**Knowledge and Abilities:**
- Basic understanding of human growth and behavior and awareness of how developmental disabilities may impact this.
- Knowledge of current human service philosophies and approaches such as self-determination, person-centered planning, community inclusion, trauma informed care and asset based community development.
- Ability to develop positive, long-term relationships with people who have disabilities, understand their concerns and act to address them in a timely, respectful and effective manner.
- Ability to quickly acquire and apply knowledge of laws, regulations, policies and procedures relating to people with intellectual and developmental disabilities.
- Knowledge of and ability to access community resources that may be used by people with intellectual and developmental disabilities.
- Ability to prioritize, calmly manage and resolve urgent or crisis situations.
- Capacity to organize large amounts of information and manage complex situations to achieve the most effective individual and programmatic outcomes.
- Ability to be decisive, consistent and diplomatic.
- Possession of good verbal and written skills, the ability to follow oral and written instructions, autonomously meet deadlines, participate in and appropriately use supervision.

**Special Requirements:** Requires a valid Wisconsin driver’s license, access to reliable personal transportation and a good driving record. Must pass criminal background check.