Job Title: Case Manager

Program: Case Management

Supervisor’s Title: Case Manager Supervisor
Executive Director

Supervision Provided: None

Date: February 2015

Job Summary: Case Managers will be responsible for performing a comprehensive assessment of a client's needs, developing an individual service plan for each client, and providing follow through.

Essential Duties:

Comprehensive Assessments Duties:

1. Complete a thorough assessment and social history of the client's characteristics and needs through interviews with family, friends, advocates and service professionals. Gather information and summarize all previous assessments of the client's strengths and needs.
2. Create a comprehensive document describing the person's existing capacities, personal preferences, potential natural supports, present services, and need for further services and supports.

Plan Development Duties:

1. Develops an individualized service plan that enumerates the desired types and amount of services a client should receive, the ways in which the service should be arranged and the anticipated measurable outcomes.
2. Encourage the client to state their own needs, preferences and share in planning and decision making.

Coordination and Arranging Services Duties:

1. Implement to the maximum degree possible the individualized service plan by:
   • ensuring that all available resources are known and explored (natural supports, generic services, and categorical programs)
• determining not only what is available but also what could be made available
• deciding who will provide the service and for how long
• Obtaining authorization for service
• helping all participants understand and support the service plan

2. Places the client's name on appropriate waiting lists as needed and monitor.

**Follow-up and Ongoing Monitoring Duties:**

1. Monitor service delivery with the client and others.
2. Provides crisis intervention in appropriate situations.
3. Maintain case notes and records on each client served. Complete all required paperwork and keep records current and in compliance with the case management program requirements.
4. Complete correspondences, reports, monthly Dane County Special Needs billing, and other paperwork as required.

**Qualifications:**

Basic understanding of human growth and behavior and knowledge of current human service philosophies. Can relate to Older Adults in an unprejudiced and understanding manner with concern for the laws, regulations, policies and procedures concerning Older Adults. Knowledge of community resources that may be used by Older Adults. Capacity to organize large amounts of information and manage complex situations to achieve most effectively program and client objectives. Ability to be decisive, consistent and diplomatic. Possession of good verbal and writing skills and abilities to understand and follow oral and written instructions. Can participate in and appropriately use available supervision, and use meaningfully in-service training opportunities.

**Education and Experience:**

Graduation from an accredited four-year college or university with a major in social work, or related human service field. A Master Degree is preferred. Social Service experience with Older Adults is required. A current state social work license.