

Vita-Living, Inc.
Job Description/Performance Evaluation

CLASS – Case Manager

Effective date: _____

Revision date: _____

Job Title: Case Manager	Employee:
FLSA Status: Full-Time/Exempt Unit: CLASS	Reports to: Program Director
Date of hire: _____ Review type: & Initial review of Job Description & 90-day & Annual <input checked="" type="checkbox"/> Other – Job duties revision	Review Period: From: _____ To: _____

While this position requirement statement is intended to be an accurate reflection of the job requirements, management reserves the rights to modify, add, or remove duties from particular jobs and to assign other duties as necessary.

This is a Category II position. The normal work routine involves no exposure to blood, body fluids, or tissues, but exposure or potential exposure may result as a condition of employment. Appropriate protective equipment and supplies (i.e. gloves) are readily available. Personnel performing Category II tasks need not wear protective equipment, but should be prepared to put on such protective garb on short notice. Primary tasks involve no exposure to blood, body fluids, or tissues. Because of the nature of the agency's work, the performance of Category I tasks may be necessary.

Purpose of position

To provide a single, identified person accountable to the participant for managing and coordinating his/her overall program.

Principal Responsibilities: Daily

1. Develop and distribute IPC and periodic review and update as changes occur in the type and frequency of services.
2. Locate, obtain, coordinate, and monitor all services provided to participants from inside or outside the CLASS Program.
3. Ensure that appropriate documentation of services is provided and is promptly available in the participant record.
4. Ensure that adequate documentation of each participant's services is maintained to meet state and federal requirements.
5. Maintain individual records for each participant consistent with CLASS Provider Manual and agency policy.
6. Obtain information from participant's service providers.
7. Maintain accurate billing records in each participant's master record.
8. Maintain cooperative working arrangement with the Direct Services Agencies, including regular contact and consultation.
9. Identify generic resources in the community and work to integrate these resources into the participants' service plans.
10. Meet regularly with the participant and allies to discuss problems, progress, and goals.
11. Perform all case management functions required by standards and agency policy and completes duties within the required time frames.
12. Be accessible to participants by phone and/or pager, 24 hours a day, 7 days a week.
13. Other duties and/or special projects as assigned.

Periodically

1. Prepare at least quarterly and annual summaries of participant's needs and progress, status, service plans, and service utilization. At least one review every 3 months that must include face-to-face contact with the participant and, as appropriate, the participant's family and allies.
2. Review and update IPC and IPP's as changes in the type and frequency of services occur.
3. Determine a participant's on-going eligibility for services and maintain verification of a current ICF-MR level of care and financial eligibility.
4. Enroll new participants in accordance with CLASS guidelines.
5. Make referrals for participants who are transferred or discharged and participate in discharge planning.
6. Conduct monthly peer chart reviews to ensure quality services and documentation, and follow up to correct all identified deficiencies.
7. Crisis intervention on behalf of participants, as needed.

Position Qualifications

Education and experience: Licensed Master Social Worker; Licensed Social Worker, or Social Work Associate, in accordance with the Bachelor's degree in health and human services field plus two years experience in delivery of human services to person with disabilities; and

Additional skills and experience as determined by the Program Director which meet or exceed the minimum standards for the position as established by applicable program certification standards.

The provider of case management must complete all training required by the CLASS program and by Vita Living, Inc.

Skills and abilities:

1. Emotionally secure with ability to handle stressful situations.
2. Ability to work with others for integrated programming.
3. Hearing and vision correctable to normal ranges for communication and interaction with Consumers.
4. Mobile with quick response time to emergencies.
5. Knowledge of special needs of individuals with developmental disabilities.
6. Care giving/nurturing skills including compassion, patience for establishing relationships with Consumers and families.
7. Must be able to communicate at all levels in English. Must be fluent in reading, writing, and speaking English.
8. Must be reliable in attendance and timeliness to work schedules which may include nights and weekends.
9. Good organizational skills.

Licensure/certification:

1. Must maintain current Texas Driver's License.
2. Must maintain insurability with Agency carrier.
3. If licensed social work associate, must maintain current licensure with Texas State Board of Social Worker Examiners.

Tasks That Require Equipment/Tools and Knowledge of Their Safe Use:

1. Use of personal computer for data entry and typing.
2. Use of xerographic copier.
3. Driving using an automobile or van.
4. Use of telephone system.

Safety and Health Risks:

1. Blood and bodily fluid exposure.
2. Slip and fall exposure.
3. Verbal/physical abuse exposure from Consumers and/or their families.
4. Exposure to strains from lifting, stooping, reaching, and twisting.

Physical Job Requirements: **O**= Occasionally (1-33%) **F**= Frequently (34-66%) **C**= Constantly (67-100%)

1. **O** Lift and carry 40-80 pounds.
2. **F** Dexterity to grasp small objects.
3. **C** Moderate to strong strength and stamina required for Consumer care in emergency situations.
4. **C** Vision and hearing correctable to normal range.

Employee's performance evaluation

Rate the employee's performance using the following evaluation criteria:

5 = Outstanding: Performance consistently exceeds identified performance standards. Contributions and results attained consistently exceed expectations and represent top performance when compared with peers doing similar work.

4 = Commendable: Performance consistently meets identified performance standards and may exceed some standards. Contributions and results represent above-competent performance.

3 = Competent: Performance meets the identified performance standards on a consistent basis. Contributions and results meet expectations.

2 = Needs improvement: Performance meets some, but not all, identified performance standards. Performance must be more consistent to meet expectations and be evaluated as competent. Action plan, follow-up sessions required.

1 = Unacceptable: Performance is significantly below standards. Action plan, follow-up sessions required.