

**POTTAWATTAMIE COUNTY – COMMUNITY SERVICES**

**JOB DESCRIPTION**

**POSITION TITLE:** Case Manager  
**DEPARTMENT:** Community Services  
**REPORTS TO:** Community Services Supervisor  
**SUPERVISES:** -----  
**LAST REVISED:** September 13, 2005

**PURPOSE OF POSITION:** Responsible for facilitating, coordinating, and monitoring services provided to chronically mentally ill, mentally retarded, and developmentally disabled or Children with Severe Emotional Disorders (SED) Medicaid consumers, including developing a comprehensive plan to identify service needs.

**ESSENTIAL FUNCTIONS:**

Evaluates psychological, medical, vocational, and other assessment information in developing and providing a service plan and to determine whether required services currently exist.

Assists consumers in utilizing and/or applying for services provided through the Department of Human Services (DHS) and other sources.

Facilitates and identifies additional assessments necessary for the benefit of the consumer.

Schedules and leads interdisciplinary team meetings and develops individual comprehensive plans, coordinates attendance of all persons and significant others involved with consumer, and determines whether the goals of the Individual Comprehensive Plans (ICP) are being met and revises accordingly.

Coordinates with other divisions of the Community Services Department in transferring consumer cases and sharing knowledge that will benefit consumer coordination of services.

Travels statewide to consumer residences and to interdisciplinary staffing meetings to obtain information, interview consumers, and evaluate services.

## **ESSENTIAL FUNCTIONS: (Continued)**

Assists in determining legal settlement by completion of a CPC application and researching any additional information which may be needed in order to present complete and accurate information to the CPC Administrator.

Networks and coordinates with services and community providers of resources available and assists consumers in accessing them.

Remains knowledgeable of support group services that provide support services for persons with mental disabilities and or children with SED and their families.

Evaluates efficiency and effectiveness of service providers on an ongoing basis to ensure consumers are receiving quality care.

Acts as an advocate for the needs, rights, and interests of consumers.

Maintains current knowledge of research and information pertaining to legal and other various issues dealing with mental disabilities and/or children with SED.

Utilizes computer and word processing software in preparing reports, correspondence, progress notes, and log updates on consumers.

Completes all paperwork and maintains accurate and confidential records pertaining to the position, such as social history, care plans, applications for services and releases of information.

Works with District court and court appointed personnel in legal matters in such areas as commitment status and CINA petitions.

## **MARGINAL FUNCTIONS:**

Answers the telephone and greets consumers and visitors.

Performs other duties as directed or as the situation dictates.

## **ESSENTIAL KNOWLEDGE, EXPERIENCE, AND ABILITY:**

Knowledge of State and Federal laws and regulations pertaining to Mental Health concerns, benefits, programs, and services.

Knowledge of programs and benefits available to persons with disabilities (i.e., schools, residential programs, vocational programs, housing) Department of Human Services programs, Home and Community Based, and how to access these programs.

## **ESSENTIAL KNOWLEDGE, EXPERIENCE, AND ABILITY: (Continued)**

Knowledge of the legal settlement process and how to determine such.

Skill in working with persons with various disabilities, such as mental retardation, mental illness, and developmental disabilities and/ or children with SED.

Skill to operate standard office equipment.

Skill in utilizing computers, word processing and spreadsheet software, and databases to perform input and retrieval functions.

Ability to quickly analyze, retain composure, and utilize sound independent judgment and actions in stressful and emergency situations, occasionally with violent or hostile consumers.

Ability to apply proper grammar, spelling, and punctuation in preparing written work.

Ability to read and interpret medical and psychological reports and evaluates and apply common sense understanding to carry out instructions furnished in written and oral form.

Ability to set reasonable goals for consumers and follow through to determine if goals/plans are being met.

Ability to communicate, present information, and respond to questions from supervisors, co-workers, consumers, and individuals from other county departments or outside agencies.

Ability to work independently, prioritize work, meet deadlines, make decisions, and solve practical problems dealing with a variety of concrete variables in situations where only limited standardization exists.

Ability to lift, transfer, or assist disabled consumers while applying proper safety techniques.

Ability to type accurately using a typewriter, word processor, and personal computer.

Ability to compile, maintain, and submit required reports, records, and forms accurately and in a timely manner.

Ability to establish and maintain effective working relationships with supervisors, co-workers, consumers and individuals from other county departments or outside agencies.

Ability to maintain an accurate and confidential system of communications, documents, and correspondence relating to consumers.

## **ESSENTIAL EDUCATION, CERTIFICATION, AND/OR LICENSES:**

Must possess a Bachelor's degree in human services, psychology, social work, sociology, or a related field, OR a Bachelor's degree with 30 credit hours in a human service field and one-year experience working with the developmentally disabled, mentally retarded, and chronically mentally ill OR children with severe emotional disorders (SED) at the time of hire.

Must possess a valid driver's license at the time of hire and maintain it while employed.

Must attend training to maintain licensing (if applicable), Mandatory Abuse Reporting, and continuing education requirements.

## **ESSENTIAL PHYSICAL DEMANDS AND TYPICAL WORKING CONDITIONS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is generally performed indoors and requires some physical activity, including extended periods of sitting or standing; walking, kneeling, bending, crouching, reaching, stooping and climbing. An incumbent must have the ability to transport themselves to and from various meetings, consumer residences, and other relevant appointments and to various locations throughout the Courthouse.

Duties also require the ability to tolerate an indoor work environment that includes contact with or exposure to dirt, dust, dampness and any other situation which may present itself in a patient home environment. An incumbent must have the ability to frequently push, pull and/or carry supplies and other materials weighing up to 10 lbs., and to occasionally push, pull and/or carry supplies and other materials weighing up to 25 lbs.

An incumbent must also possess the hand-eye coordination and manual dexterity to use hands and arms to reach, finger, handle, grasp and feel; climb in and out of vehicles; and operate personal computers, vehicles, standard office equipment and any other equipment that is used to perform the essential functions of the job.

Work hours may occasionally be required before or after daylight hours. Noise level is usually moderate, however, may be loud at times dealing with consumers. Vision abilities, correctable to normal ranges, include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus. Communication abilities include the ability to talk and hear within normal ranges.

Work duties require a great deal of interaction with persons with disabilities and may be stressful when working in tense situations or under deadlines. Additionally, the possibility of bodily harm is present when working with consumers.