

United Cerebral Palsy of Metropolitan Dallas Job Description

Job Title: CLASS Case Manager
Reports To: CLASS Regional Program Manager

SUMMARY

The CLASS Case Manager is responsible for supervising the delivery of each person's individual service plan (ISP), oversight of the delivery of training and support services, integrating the various aspects of services, recording each consumer's progress and reviewing the ISP quarterly to assess progress and continued appropriateness of the program. The CLASS Case Manager is a member of the consumer's Interdisciplinary Team (IDT). The CLASS Case Manager is accountable to the consumer for coordinating his/her overall program and is administratively responsible to the Program Manager. The CLASS Case Manager is responsible for assuring that all the coordination of services are implemented consistent with the CLASS Evidentiary Principles. The CLASS Case Manager demonstrates leadership and competency through facilitation using person-centered principles and promotion of consumer outcomes. The CLASS Case Manager ensures that services are initiated and delivered in accordance with the ISP and contacts the consumer and/or family at least monthly to verify services. Responsible for documenting all contacts with the consumer, families and service providers in progress notes. Informs the consumer and/or his/her family about the consumer's overall program and significant changes in it and is available to answer questions about the program asked by the consumer and/or his/her family. The CLASS Case Manager will need to have a flexible schedule and be able to respond in person, if necessary, during consumer crises. The CLASS Case Manager will participate in on-call backup procedures to ensure that consumers can reach a member of the program. Professional behaviors will be expected and you will be evaluated on during your normal evaluation period. The CLASS Case Manager reports to the CLASS Program Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- 1) Meets quarterly with the consumer and his allies to discuss progress, problems and plans.
- 2) Coordinates the development and implementation of each person's Individual Service Plan and Individual Plan of Care.
- 3) Coordinates and monitors the delivery of all services, waiver and non-waiver.
- 4) Completes all annual planning conference documentation within 30 days prior to expiration date of plan of care.
- 5) Conducts special planning conferences within two weeks of request by consumer, family, therapist or other IDT member.
- 6) Completes all special planning conference documentation within 7 days of the date of the planning conference.
- 7) Completes all quarterly reviews no later than 7 days of review.
- 8) Completes all progress notes by the 10th of the following month.

- 9) Ensures all referrals are made within one week of the request, ie: therapy and equipment.
- 10) Assists consumers in linking up with community services that are not waiver provided.
Ensures that CLASS Services are provided as a last resort, after private insurance, Medicaid and other community services.
- 11) Follows up on all referrals and state requests every two weeks and documents the status.
- 12) Responds to all cell phone calls within one (1) hour, and immediately for 911 calls.
- 13) Responds appropriately to all consumer crises.
- 14) Attends ARD meetings to advocate for consumer as requested.
- 15) Follows the CLASS Principles for Evidentiary Certification.
- 16) Attends a minimum of twelve hours of in-service training relative to this position per year.
Participates in scheduled department meetings. All required training is current.
- 17) Demonstrates knowledge and use of all learned information during the training videos during orientation/training.
- 18) All provider progress notes will be read within 7 days of receipt.
- 19) All consumer training goal data sheets will be read within 7 days of receipt.
- 20) All other duties as assigned.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Bachelor's Degree in a health or human service field required, plus two years of experience in the delivery of human services to person with disabilities. Licensed by the Texas State Board of Social Work Examiner, preferred.

LANGUAGE SKILLS

Ability to read, analyze, and interpret social work materials, professional journals, technical procedures, or governmental regulations. Ability to write reports and business correspondence. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Bilingual a plus.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS N/A

PHYSICAL DEMANDS: Must have good health in order to maintain an acceptable attendance record as established by the agency. 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 ENVIRONMENT

The noise level in the work environment is usually moderate. The work environment characteristics 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.

1. In an eight (8) hour work day:
 - a. sit 0 1 2 3 **(4)--(5)** 6 7 8 hours
 - b. stand 0 1 **(2)--(3)** 4 5 6 7 8 hours
 - c. walk 0 **(1)--(2)** 3 4 5 6 7 8 hours

2. Job requires:

| | 0% None | 1-33% Occasionally | 34-66% Frequently | 67-100% Continuously |
|--|------------|-----------------------|----------------------|-------------------------|
| a. squatting/stooping | | X | | |
| b. bending | | X | | |
| c. kneeling/crouching | | X | | |
| d. reaching/grasping | | X | | |
| e. twisting/turning | | X | | |
| f. crawling | X | | | |
| g. climbing | | X | | |
| h. repetitive motion | | X | | |
| i. exposure to change of temperature or humidity | | | X | |
| j. exposure to dust, fumes or gases | | X | | |
| k. being near moving equipment | | X | | |
| l. exposure to blood and body fluids | | X | | |

3. Job requires employee to lift/carry:

| | 0% None | 1-33% Occasionally | 34-66% Frequently | 67-100% Continuously |
|--------------|------------|-----------------------|----------------------|-------------------------|
| a. 0-10 lbs | | | X | |
| b. 11-24 lbs | | X | | |
| c. 25-34 lbs | X | | | |
| d. 35-50 lbs | X | | | |

4. Job requires employee to push/pull:

| | 0% None | 1-33% Occasionally | 34-66% Frequently | 67-100% Continuously |
|--------------|------------|-----------------------|----------------------|-------------------------|
| a. 0-10 lbs | | | X | |
| b. 11-24 lbs | | | X | |
| c. 25-34 lbs | | X | | |
| d. 35-50 lbs | X | | X | |

I have reviewed and understand this job description:

Employee _____

Date _____

Human Resources _____

Date _____