

UCP of North Texas Job Description

Job Title: HCS Case Manager
Department: HCS
Reports To: Director of HCS Program Services

SUMMARY

The 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 Case Manager is a member of the consumer's Interdisciplinary Team (IDT). The Case Manager is accountable to the consumer for coordinating his/her overall program and is administratively responsible to the Director of HCS Services. The Case Manager is responsible for assuring that all the coordination of services are implemented consistent with the HCS Evidentiary Principles. The Case Manager demonstrates leadership and competency through facilitation using person-centered principles and promotion of consumer outcomes. The 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 Case Manager will need to have a flexible schedule and be able to respond in person, if necessary, during consumer crises. The 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 them during your normal evaluation period. The HCS Case Manager reports to the Director of HCS Program Services.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- 1) Meets monthly with the consumer and his allies to discuss progress, problems and plans. Monthly travel up to 50%. Must have reliable transportation, current driver's license and auto insurance coverage.
- 2) Conducts all annual planning conferences no more than 45 days prior to expiration date to ensure continual service delivery.
- 3) Coordinates the development and implementation of each person's Individual Service Plan and Individual Plan of Care.
- 4) Coordinates and monitors the delivery of all services, waiver and non-waiver.
- 5) Completes all annual planning conference documentation within 30 days after the APC meeting was held and prior to the expiration date of plan of care.
- 6) Conducts special planning conferences within two weeks of request by consumer, family, therapist or other IDT member.
- 7) Completes all special planning conference documentation within two weeks of the date of the planning conference.
- 8) Completes all monthly reviews no later than 45 calendar days after the end of the month.
- 9) Completes all progress notes by the 10th of the following month.
- 10) Ensures all referrals are made within one week of the request, i.e.: therapy and equipment.

- 11) Assists consumers in linking up with community services that are not waiver provided. Ensures that HCS Services are provided as a last resort, after private insurance, Medicaid and other community services.
- 12) Follows up on all referrals and state requests every two weeks and documents the status.
- 13) Returns all phone calls ASAP, but within 24 hours and will document the conversations in Case Manager's monthly progress notes.
- 14) Returns beeper pages ASAP, but within 30 minutes for non emergencies pages and will document the conversation in the Case Manager's monthly progress notes.
- 15) Returns beeper pages within 15 minutes for 911-emergency pages and will submit an Incident report to the Director of HCS Program Services the following business day and will document the incident in the Case Manager's monthly progress notes. Case Manager will contact the Director of HCS Program Services immediately, but within 15 minutes to make the Director aware of the emergency situation.
- 16) Responds appropriately & in a professional manner to all consumer crises.
- 17) Provides training to all providers, as needed, on all training goals and the individual needs of the consumers.
- 18) Follows the HCS Principles for Evidentiary Certification.
- 19) 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.
- 20) Demonstrates knowledge and use of all learned information during the training videos/DVDS during orientation/training.
- 21) All provider progress notes will be read within two weeks of receipt.
- 22) All consumer training goal data sheets will be read within two weeks of receipt.
- 23) Case Managers will get authorization for all consumer purchases prior to ordering.

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

Required: A high school diploma with a minimum of two years full-time experience in the human services field. Preferred: Bachelor's degree in a health or human service field. Licensed social worker. Employee must not possess a criminal record.

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.

While performing the duties of this job, the employee is frequently required to sit. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and talk or hear. The employee must be able to lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

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.

I have reviewed this job description and understand it:

Employee _____

Date _____

Human Resources _____

Date _____