

Case Manager

SUMMARY

Manage assigned caseloads to ensure service recipient needs are being met according to DDA approved standards. Attend mandatory Personal Assistant meetings to properly manage caseloads and give updated status of caseloads. Train staff on duties, schedules, and policies of the agency.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties within the agency as deemed.

1. Process caseloads up to 35 cases, which will include being an ISC Liaison, Family Liaison, conducting monthly home visits, assisting new referrals who request services, attending ISP meetings and COS meetings as requested by the ISC and family.
2. Ensure reporting of incidents for assigned caseloads, which will involve consumers receiving services in Family Support Services, to the appropriate authorities, including but not limited to the TN DDA investigation hotline.
3. Be available for on-call duties with agency cell phone and after-hours emergency number.
4. Request mandated DDA documents for caseload. Assist with monthly review notes on caseloads, including current services being provided and addressing progress/regression of goals and outcomes addressed in ISP and medical information. Maintain annual calendars and assignment agreements signed by PA and parent/guardian of approved hours worked.
5. Maintain all necessary files in Medicaid waiver binders mandated by the DDA.
6. Provide additional staff for summer hours and holiday hours for SR as approved.
7. Process cost plans to ensure the number of hours match requested PA schedules.
8. Perform annual DSP staff evaluations.
9. Validate DSPs' working hours on timesheets to assure hours match staff notes documentation.
10. Assure all DSPs receive training through agency trainers and College of Direct Support and specific needs.
11. Maintain Quality Assurance for all scheduled cases.

Other Duties:

- Complete Provider documentation forms, create Seizure plans and Specific needs for all SR.
- Submit risk assessment/medical information provider supporting documentation to ISC 60-90 days prior to ISP.
- Revise staff notes annually by ISP year and/or as needed.



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- Complete and submit monthly calendars for Direct Support schedules.
- Keep all assignment agreements and signed service hour calendars of Pas.
- Document all DSP schedule changes and all ongoing communication with family/ISC/COS.
- Ensure all DSP staff are accurately trained in all required therapies, how to document staff notes and timesheets, leave requests, and performance of fire drills.
- Print and file email correspondence.
- Train the trainer for behavior and therapy plans.
- If a DSP is unavailable to work an assignment, Case Managers **MUST** provide coverage for that shift.

SUPERVISORY RESPONSIBILITIES

Responsible for supervising Direct Support Professionals. Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include interviewing and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints, and resolving problems.

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 ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Bachelor's degree (B.A.) in Social Sciences, or the specific technical area, from a four-year college or university, and/or high school diploma or equivalent and four or more years' related experience and/or training.

CERTIFICATES, LICENSES, REGISTRATIONS

Maintain a valid driver license and other training required by DDA.

PHYSICAL DEMANDS

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 accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear.

The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.