

POSITION DESCRIPTION

POSITION: Case Manager II

REPORTS TO: Social Services Director or Social Services Program Manager

Position Purpose:

Responsible for recruiting, screening, and providing services to specific assigned target populations as required by funding sources and program policies. Work may involve short-term, client-focused intervention or longer-term case management, and services may be provided individually, in groups or through written or other materials. This may include conveying information and making needed referrals and arranging for appropriate specialized and professional diagnostic services through individual case management, screening and referral; or human services system management. Working relations must be established with all other appropriate service provider organizations and other agencies. Duties may include provision of training for target populations, and provision of one-on-one individual sessions with clients.

Dimensions:

Working with individual, household or group case loads of approximately 30 cases at one time for provision of intense services; or with larger caseloads receiving assistance for short-term difficulties; or group activities designed to improve individuals' lives; or with management of human service systems through administrative involvement with government, not-for-profit, or other community groups to organize new service coordination systems targeting population groups. Objectives and activities will conform to various board-approved work programs as stipulated in annual contracts.

Nature and Scope:

The Case Manager II reports to the Social Services Director or designated Social Services Program Manager and works closely with other professionals in related work areas specific to assigned target population groups; these may include teachers and other educators, school counselors, public aid workers, DCFS representatives, nurses, nursing home professionals, medical staff, health educators, social service counselors, shelter and other social service providers, as well as business operators, employment agencies and offices, landlords.

As approved and directed by the supervisor, the Case Manager II works with related professionals of other agencies for service coordination purposes. Duties depend on specific target population and purpose of the particular coordination service to be provided, and may range from short-term development of written materials, provision of classes, advocacy to obtain benefits and services, or assessment and referral to complete comprehensive case coordination and case management, including arranging assessment activities by subcontract agencies and developing service options to direct provision of services to a caseload of clients.

The Case Manager II is responsible for preparing and analyzing written reports for the Social Services Director or Program Manager at regular given intervals regarding service performance of the individual assigned work. These reports must be in the format required by the specific funding agency completed in a manner timely to meet all deadlines, and will contain information on number

of clients served, success of program operations, compliance of programs with applicable state and local policies and standards, and similar types of data.

The Case Manager II maintains records of services and all case files in office area and will assure the confidentiality of these records as may be required.

The Case Manager II may provide direction to entry-level professionals such as Case Manager I, volunteers or interns.

Principal Accountabilities:

Provides services according to individual work program specified, setting work tasks to meet goals/objectives with supervision and including screening and assessment of individuals to determine program eligibility, determination of appropriate services, and in some cases, arranging and providing those services, and ascertaining that services are provided and clients' needs are met in a timely manner.

Develops with client a case coordination plan, with follow-through and follow-up to assure effectiveness of client plan and services and initiate changes if needed.

As requested, assists with administrative/managerial tasks to organize new service delivery systems working with government, not-for-profit, or other community groups to better coordinate a current service delivery system or organize a new service delivery system aimed at a target population or group of target populations.

Documents and maintains client records and prepares timely written reports specifying required information regarding services provided.

As requested, provides mentoring for entry-level staff.

As requested, assists with grant-writing activities.

Attends meetings, makes home visits and transports clients and program materials as needed. Attends out of town meetings or trainings as required.

Professional Requirements:

Bachelors degree in social services or other program-related area with one year Social Service field experience or a Masters degree including internship in Social Services. Appropriate certification in a specialized area may also be required. Ability to make home visits and transport clients and program materials weighing up to 20-30 pounds. Ability to attend out of town meetings or trainings approximately 1-2 times per year.

4/06