

Champaign County Regional Planning Commission

POSITION DESCRIPTION

Position Title: Case Manager I

Reports To: Community Services Program Manager or Director

Supervises: None

FLSA Status: Non-Exempt

Pay Grade: 1

General Duties:

- Delivery of assigned program services in accordance with Agency Vision, Mission, and Values and applicable program contracts, manuals, and guidelines.
- Assist individuals served by the program(s) with establishing and working on individualized program goals such as increased self-sufficiency, housing stability, education attainment, securing employment, etc.

Case Manager I Specific Duties and Responsibilities:

- Provide goal oriented and solution focused services.
- Help clients identify goals, determine steps necessary for goal achievement, and evaluate progress.
- Collaborate with client to write client goal plans that are specific, measurable, attainable, realistic, and time limited.
- Motivate and encourage client engagement and follow through.
- Coordinates, supports, and advocates for clients to gain access to needed resources, completing and submitting referrals to services as necessary.
- Interact with, or on behalf of the clients, with intention of improving or maintaining their ability to function in a variety of interpersonal situations, including in the family, school, job or community.

- Document all service provision within 48 hours of service/contact.
- Attend training as required by supervisor.
- Participate in team meetings and individual supervisions and other committees/meetings as requested/assigned.
- Share information and resources with team.
- Maximizes coordination and communication among all the Community Services programs and staff.
- Consults and coordinates with other systems/service providers (school, agencies) to maximize service effectiveness.
- Maintain up to date work schedule in Outlook calendar
- Demonstrates openness to constructive feedback about personal work habits, with a focus on continuous improvement of job performance, and growth in terms of professional development.
- Other duties as assigned

Program Specific Duties and Responsibilities of Case Manager I:

No Limits Case Manager I

- Utilize motivational interviewing skills.
- Meet face to face with a minimum of 16 clients in their home or community on a weekly basis carrying binder and laptop to visits.
- Assess client's level of self-sufficiency or quality of life on a quarterly basis.
- Encourage, train, model, and educates clients to improve, or maintain their ability to live independently, and progress toward self-sufficiency goals.
- Develop budgets with clients based on their individual/family income and spending.

Homeless Services Case Manager I

- Utilize motivational interviewing skills.
- Establish working relationships with landlords and housing managers in the service area.
- Coordinate with Centralized Intake for Homeless project to link households to housing options.
- Deliver all Continuum of Care project services according to HUD and Champaign County Continuum of Care policies and procedures.
- Meet face to face with a minimum of 16 clients in their home or community on a weekly basis carrying binder and laptop to visits.

- Assess client's level of self-sufficiency or quality of life on a quarterly basis.
- Encourage, train, model, and educates clients to improve, or maintain their ability to live independently, and progress toward self-sufficiency goals.
- Develop budgets with clients based on their individual/family income and spending.
- Participate in the annual Point In Time (PIT) street count as assigned.

ISC Case Manager I

- Completes Intake and annual updates of all PUNS clients in their home, at the office or at a designated meeting place in the community.
- Assigns new cases to ISC Case Manager IIs
- Knowledge of all available service options, enabling the client to make an informed choice, and promotes self-advocacy whenever possible.
- Attends IEPs and/ or consults with families prior to IEP meetings to promote the PUNS list, encourage enrollment, and educate about potential for assistance of a transition planning consultants.
- Supports individuals/ families with transition planning.
- Maintains 12 annual Continuing Educations credits as required to maintain certification
- Attends in-service events to maintain and enhance skills.
- Attend community meetings and events to promote the PUNS list and encourage enrollment
- Maintain a spreadsheet to track client enrollment in PUNS and service preferences
- Assist clients in gathering required documents to complete PAS
- Data entry (ROCS)

Required Knowledge, Skills, Characteristics and Abilities:

- Associate's degree in human services or related field; combination of education, training, and experience in the field may be considered. Individual Service Coordination (ISC) Case Manager I is required to have at least one year experience providing direct services to persons with developmental disabilities.
- Ability to pass criminal background check.
- Strong background in customer services and human services with program's target population.

- Valid driver's license and ability to transport clients and their children, and visit their homes throughout service area on a daily basis.
- Ability to follow program procedures while adjusting work style to meet the needs of the client.
- Possess household budgeting skills.
- Knowledge of continuing education options including high school, trade and college.
- Understands steps to implement to work toward gainful employment for individuals lacking employment history.
- Knowledge of housing continuum from shelter to home ownership in service area.
- Knowledge of public assistance programs, including eligibility and application process.
- Ability to attend community meetings, provide program information at community meetings, and collect and share relevant meeting information with team.
- Ability to handle program and client information in a confidential manner and report concerns as mandated.
- Ability to understand the vision, mission, and values of CCRPC and to implement in everyday work.
- Knowledge and respect for diverse cultures/lifestyles and problems of poverty in the community.
- Knowledge of trauma-informed care principles.
- Ability to react to change productively.
- Ability to follow written and oral instructions with minimum supervision.
- Ability to communicate effectively both written and orally.
- Ability to complete timely and accurate documentation.
- Ability to function professionally in stressful situations.
- Ability to work individually and as a team member.
- Ability to implement concepts learned from training.
- Ability to set work priorities and organize effectively to meet deadlines.
- Proficient in English (spelling, punctuation, grammar).
- Ability to attend worksite regularly to perform job duties and responsibilities.
- Computer skills needed to complete case documentation, data entry and timesheets.
- Ability to obtain program specific certification(s) within twelve months.
- Ability to attend program meetings and/or training as required.
- Ability to work a flexible schedule to accommodate client scheduling needs including periodic evenings and weekends.

Essential Functions:

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

- Conduct program specific screenings, eligibility determinations, and assessments
- Develop individualized service/ goal plans
- Travel to meetings, training, service delivery, and other work sites
- Provide direct work with program participants or on behalf of the program participant approximately 65% of workweek
- Travel and/or complete non client specific program related functions sitting/ standing at a desk approximately 35% of workweek
- Lift and carry equipment necessary to complete work, approximately 20 pounds

Competencies:

- Problem Solving/Analysis
- Communication Proficiency
- Decision Making
- Ethical Conduct
- Time Management

Work Environment:

- Office work will be performed in an open cubicle environment sometimes involving distractions.
- Frequent near-vision use for reading and computer work
- Evening and weekend availability is required as needs of the program dictate.
- Work may include providing services in unconventional settings. These could include, but are not limited to parks, schools, libraries, while traveling in an automobile

Disclaimer:

The job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice.

Signature of Employee _____

Date _____

Revision Date: 2/14/2018