

Champaign County Regional Planning Commission

POSITION DESCRIPTION

Position Title:	Case Manager I – Community Services
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.

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.
- Supports co-workers in on-boarding and ongoing development through job shadowing, mentoring, and training.
- Other duties as assigned.

Program Specific Duties and Responsibilities of Case Manager I:

Case Manager I- Community Services

- Utilize motivational interviewing skills.
- Meet face to face with clients in their home or the community.
- Assess client's level of self-sufficiency or quality of life on a quarterly basis.
- Encourage, train, model, and educate 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.
- Establish and maintain working relationships with landlords and housing managers in the service area.
- Support clients in identifying and securing safe, stable housing options. Deliver all Continuum of Care project services according to HUD and Champaign County Continuum of Care policies and procedures.
- Participate in the annual Point In Time (PIT) street count, as assigned.

Case Manager I- ISC

- 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 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 in-person meetings with individuals facing difficult life issues
- 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
- Ability to walk up and down several flights of stairs (Case Manager I located at Emergency Family Shelter)

Competencies:

- **Collaboration:** Ability to work cooperatively with others, to be part of a team, to work together, as opposed to working separately or competitively. Collaboration applies when a person is a member of a group of people functioning as a team, but not the leader. Acts to promote good working relationships regardless of personal likes or dislikes; breaks down barriers across groups; builds good morale or cooperation within the team, including creating symbols of group identity or other actions to build cohesiveness; encourages or facilitates beneficial resolution to conflict.
- **Communication Proficiency:** Demonstrates the ability to speak to a variety of audiences in an effective and understandable manner; presents complex program related information to internal and external stakeholders; capable of communicating information in a variety of ways based on the audience. Presents ideas and facts clearly and effectively in writing, minimizes or avoids spelling and grammatical errors.
- **Composure:** Conveys a positive image of him/herself, his/her team, and the company effectively. Understands how tone of voice, word usage, eye contact, and body language affect others' perception of him/her.
- **Customer Focus:** Convergence of product awareness, attitude, efficiency, and problem solving in a way that adds value to the team, role or organization. Satisfies expectations and requirements from both internal external stakeholders. Identifies customer needs and is able to provide solutions or answers to problems.
- **Decision Making:** The thought process of selecting a logical choice from the

available options. When trying to make a good decision, a person must weigh the positives and negatives of each option, and consider all the alternatives. For effective decision making, a person must be able to forecast the outcome of each option as well, and based on all these items, determine which option is the best for that particular situation.

- **Effectiveness:** Ability to organize work process in such a way to “get the job done” using proper tools and support, and leveraging management, peers, and team members. Completing work that has been outline in an effective manner, which includes being done in a timely fashion to meet deadlines, and in a manner, that fulfills all requirements of the work.
- **Efficiency:** Able to achieve maximum productivity with minimum wasted effort or expense.
- **Ethical Conduct:** Demonstrates a sense of agency responsibility. Driven by positive moral principles that govern their approach to their work.
- **Interpersonal Skills:** The qualities and behaviors a person uses to interact with others properly. An employee's ability to work well with others while performing their job. Knowledge of social expectations and customs. Sometimes described as social intelligence, which relies on paying attention to the actions and speech of others and interpreting them correctly as part of forming a response.
- **Motivation to Succeed:** The ability to stimulate interest and enthusiasm in others in a way that benefits the organization; creates a work environment that inspires people to do their best. The willingness to take self-directed or self-motivated actions to do more than is expected in the job with the aim of improving job performance and finding or creating new opportunities. Actively looks for challenges and is committed to meeting them. Enables others to acquire the tools and support they need to continuously improve their respective performance levels. Shows eagerness to develop. Is proactive in searching for new opportunities for both, himself/herself and for the organization, and follows up on these. Is willing to go beyond the requirements of the job and take on responsibilities that are not considered his/her own.
- **Planning:** Assists in the formulation of both long-term and short-term strategies, projects and procedures by either actively participating in the planning process or by providing substantive input or data. Able to assess the actions, time and resources needed.
- **Problem Solving/Analysis:** Even in the most complex situations, breaks down problems into their fundamental parts, identifies their root causes, analyzes costs, benefits, risks, and chances for success of potential solutions, and creatively attacks problems in ways that lead to innovative solutions.
- **Professionalism:** Demonstrates a high-level of professional etiquette with internal and external stakeholders. Maintains tact in addressing difficult, awkward or conflicting situations. Displays consistent poise in all facets of his/her work.
- **Quality of Work:** Demonstrates a commitment to accuracy and thoroughness and is fully committed to excellence in all phases of his/her job. Identifies and resolves mistakes, errors, or omissions quickly and thoroughly.
- **Quantity of Work:** Achieves maximum productivity. Is effective in using time wisely and allocating tasks to ensure that all work is completed in a timely manner.
- **Respect for Diversity:** Manages all kinds and classes of people equitably and inclusively. Respects diverse perspectives. Supports equal and fair treatment and opportunity for all.
- **Teamwork:** Provides assistance, information or other support for the team to build or

maintain relationships with them. Works well with other team members and does not contribute to unproductive group conflict.

- **Technology:** Comfortable using technology to accomplish tasks including adapting to new technology to optimize performance.
- **Time Management:** The process of planning and exercising conscious control of time spent on specific activities, especially to increase effectiveness, efficiency, and productivity. It involves a juggling act of various demands with the finiteness of time.
- **Cultural Competency:** Demonstrates the ability and understanding to appreciate and interact with people from cultures or belief systems different from one's own such as age, gender, ethnicity, and race in the most fair and productive way.
- **Attention to Detail:** Pays close attention to detail to avoid errors or mistakes.

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. The description contains examples of duties and responsibilities that may or may not be considered “essential functions” to a particular job or position within this job class. “Essential functions” are to be determined at the position or job level within each department. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice.

Signature of Employee _____

Date _____

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