

Champaign County Regional Planning Commission

POSITION DESCRIPTION

Position Title: Case Manager II – Dual Diagnosis

Reports To: Program Manager

Supervises: None

FLSA Status: Non-exempt

Pay Grade: 3

General Duties:

The Case Manager II is responsible for the delivery of assigned dual diagnosis case management services (intellectual/developmental disability and mental health diagnoses) in accordance with Agency Vision, Mission, and Values and applicable program contracts, manuals, and guidelines. This position assists individuals served by the program with establishing and working on individualized program goals such as increased self-sufficiency, housing stability, education attainment, securing employment, etc. The Case Manager II is responsible for maintaining a caseload, monitoring the general health, safety, and well-being of individuals with both intellectual/developmental and mental health disabilities. The Case Manager is also responsible for monitoring, intervention, and technical assistance to determine the appropriate support for individuals, guardians, and providers working through a variety of service issues.

This position will ensure delivery of assigned duties and program services in accordance with the Agency Vision, Mission, and Values and applicable program contracts, manuals, and guidelines.

Specific Duties and Responsibilities:

- Helps clients identify goals, determine steps necessary for goal achievement, and evaluate progress.
- Conducts program specific screenings, eligibility determinations, evaluations, and assessments.
- Develops individualized service/ goal / training/ education plans for clients.
- Collaborates with client to write client goal plans that are specific, measurable, attainable, realistic, and time limited.
- Form and maintain rapport with community referral partners, as well as working knowledge of available programs, services, and treatment options for individuals with intellectual/developmental and mental health diagnoses and their families (within Champaign County.)

- Coordinates services with intellectual/developmental and mental health provider agencies and advocates on behalf of the client for desired services.
- Coordinates, supports, and advocates for clients to gain access to needed resources.
- Promotes professional working relationship with social service providers, medical providers, housing, public entitlements, and other resource providers.
- Documents all service activity in case management database within 48 hours of service/contact to maximize program funding support.
- Maintains 12 annual Continuing Education credits as required to maintain QIDP certification.
- Responsible for data entry, data updates, and e-file and hard file maintenance of all clients on caseload.
- Maintains confidentiality according to regulations.
- Completes mandated reporting responsibilities (DCFS, OIG, Adult Protective Services).
- Attends training to maintain and enhance skills or as required by supervisor.
- Participates in team meetings and individual supervisions and other committees/meetings as requested/assigned.
- Shares information and resources with team.
- Maximizes coordination and communication among all the Community Services programs and staff.
- Maintains 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

Required Knowledge, Skills, Characteristics and Abilities:

- Bachelor's degree in human services or related field.
- Dual Diagnosis Case Manager II is required to have at least one year of experience providing direct services to persons with developmental disabilities and persons with mental health diagnoses.
- Ability to obtain program specific certification(s) within twelve months; Dual Diagnosis Case Manager II is required to obtain QIDP credential within 3 months from hire.
- 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 visit their homes throughout service area on a routine basis.
- Must be able to work in a home office, demonstrate, and maintain their home workspace in a safe manner, free from safety hazards.
- 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.
- Proficient in English (spelling, punctuation, and grammar)
- 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.
- Computer skills needed to complete case documentation, data entry and timesheets.
- 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.

- Travel to meetings, training, service delivery, and other work sites.
- Provide direct work with program participants or on behalf of the program participant approximately 80% of workweek
- Travel and/or complete non-client specific program related functions sitting/standing at a desk approximately 20% of workweek
- Lift and carry equipment necessary to complete work, approximately 20 pounds.
- Ability to make effective decisions that result in achieving goals of the department and organization.

Competencies:

- **Motivation to Succeed:** 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.

- **Client Assessment:** Interview with client to identify individual needs, preferences, and strengths. Client assessments lead to informed decisions that impact on care planning, resources allocation and other services. The assessment process determines the most appropriate and effective way to support clients.
- **Civility:** Ability to authentically communicate one's own personal ideas, while also respecting and not dismissing other peoples' outlooks. Ability to think deeply about respectful interactions, foster collaboration, and successfully encourage others to make effective decisions that result in achieving goals of the department and the organization.
- **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.
- **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 affects 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.
- **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.
- **Resource Management:** Ability to effectively manage all resources, such as budget, effort, time-required to achieve organizational goals and business results.
- **Team Work:** 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.

Work Environment:

- Primary work environment will be performed in the employee’s home and client’s home with many different variables related to pets, cleanliness, air quality, etc.
- Frequent near-vision use for reading and computer work.
- Evening and weekend availability 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 frequently in an automobile, or in client’s/family’s homes.

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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