POSITION CLASSIFICATION: Client Services Specialist

POSITION TITLE: Developmental Disability Case Manager

GENERAL RESPONSIBILITIES:

This position’s incumbent serves as a Developmental Disability Case Manager with the primary responsibility of providing case management services to individuals with developmental disabilities and their families.

Working from a team approach and guided by person-centered thinking, the incumbent will provide outreach, assessment, planning, service coordination, monitoring, education, and supportive counseling to individuals of Goochland Powhatan Community Services (GPCS) with a developmental disability or at risk with developmental delays. The incumbent will ensure that needed services and supports are identified, accessed, and delivered according to the individual’s person-centered /individual support plan.

The incumbent will report to and receive direct supervision from the Case Management Supervisor or his or her designee at GPCS. In carrying out position requirements, the incumbent will maintain a cooperative working relationship with other professionals, exercise sound judgment, demonstrate initiative and maintain confidentiality.

MAJOR DUTIES:

- Assess individual and family needs by making home visits, collecting records and interviewing individuals, family/caregivers, and other providers;
- Develop support plans, using person-centered planning principles with the individual, family/caregiver, and any other providers as appropriate;
- Monitor and coordinate the implementation of person-centered /individual support plans;
- Refer individuals to needed services and ensure linkage and follow through;
- Receive referral information and perform intake duties;
- Provide consultation and supportive counseling in the natural environment to individual and family/caregiver for problem resolution;
- Maintain case records to meet requirements of regulatory bodies, including Medicaid and the Department of Behavioral Health and Developmental Services;
- Maintain statistical individual data;
- Maintain data and reports identifying unmet service needs;
- Identify community resources to creatively meet individuals’ needs;
- Develop and maintain good working relationships with community resources and agencies to ensure effective coordination of services to individuals;
- Provide transportation for individuals when possible, if other supports aren’t available;
- Perform other assigned duties consistent with established policy and procedures;
- Serve as liaison between CSB and other local, regional, and state organizations to
include private case management agencies;
• Provide community education and increase public awareness through displays, presentations, newspaper articles, etc.

QUALIFICATIONS:

• Eligible for valid Virginia driver's license.
• Bachelor’s degree in a human service field with experience necessary for credentialing as a qualified intellectual disability provider (QIDP).

The incumbent at entry level must have through a combination of education as well as previous work experience, the following knowledge, skills and abilities:

KNOWLEDGE OF:

• Case management services;
• Developmental and intellectual disability populations and other types of disabilities
• Functional assessments and their use in service planning;
• Person-centered thinking and planning;
• Major components of a person centered/support plan;
• Treatment modalities and intervention techniques, such as behavior management, independent living skills training, supportive counseling, family education, crisis intervention, discharge planning and service coordination;
• The use of medications in the care or treatment of individuals with developmental disabilities;
• Written, oral and interpersonal communications;
• Services and systems available in the community including primary health care, support services, eligibility criteria and intake processes and generic community resources;
• The types of mental health, developmental disability and substance use programs available in the locality;
• Interagency services coordination;
• All applicable federal and state laws, state regulations and local ordinances.

SKILLS IN:

• Providing effective case management services for individuals with developmental disabilities;
• Identifying and documenting an individual’s need for resources, services and other supports;
• Identifying how supports can be utilized to promote achievement of an individual’s life goals;
• Using information from assessments, evaluations, observations and interviews to develop person-centered/individual support plans;
• Coordinating the provision of services by diverse public and private providers.
• Developing and sustaining healthy, positive working relationships with individuals, families/caregivers, as well as professionals;
• Engaging emergency/crisis intervention services when needed;
• Verbal, written and interpersonal communications;
• Managing and maintaining an active caseload requiring flexibility, organization and prioritization of tasks;
• Utilizing technology in everyday work duties.

ABILITIES TO:

• Work effectively with all types of people;
• Engage and sustain ongoing relationships with individuals receiving services.
• Work as a team member to effectively coordinate services for individuals with developmental disabilities;
• Sustain cooperative and effective working relationships with GPCS staff and other agencies;
• Exercise sound judgment;
• Demonstrate initiative;
• Maintain confidentiality of individual information;
• Work independently to perform position duties under general supervision.

ORGANIZATION CHART:

GPCS BOARD OF DIRECTORS

EXECUTIVE DIRECTOR

DIRECTOR OF COMMUNITY SUPPORT SERVICES

CASE MANAGEMENT SUPERVISOR

DEVELOPMENTAL DISABILITY CASE MANAGER

SIGNATURES:

__________________________________________             __________________
INCUMBENT       DATE

__________________________________________  __________________
CASE MANAGEMENT SUPERVISOR    DATE

__________________________________________  __________________
DIRECTOR OF COMMUNITY SUPPORTS   DATE

__________________________________________  __________________
EXECUTIVE DIRECTOR      DATE