

## **Case Management Position Professional Partner**

This position provides wraparound facilitation to clients who have serious/complex needs and reside in Region V Systems' geographical area (16 counties in southeast Nebraska). The wraparound approach to service delivery is used, relying on the natural support systems of the client and his/her family in their own neighborhood and community. Each client is assigned a Professional Partner (case manager) who uses a person-centered approach to assist in appropriate supports.

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

#### ***A. Person Served Engagement***

1. Engage with persons served who have emotional disturbances and their families to identify their strengths and needs for treatment and resources.
2. Utilize wraparound approach to effectively create and sustain the Wraparound Team.
3. Facilitate monthly Wraparound Team meetings organizing the team around the Plan of Care, developing strength-based interventions and creative strategies to overcome obstacles.
4. Collaborate with Wraparound Team to create crisis plans.
5. Interpret Wraparound Team meeting notes into a clear, concise, comprehensive, and flexible Plan of Care that encompass life domains of the person served and family.
6. Maintain consistent contact with the persons served, family, and other members of the Wraparound Team including professionals involved with the persons served.
7. Utilize flexible dollars efficiently to meet the needs of the Wraparound Team keeping within the case rate.
8. Provide functional oversight for those assigned to the persons served (i.e. tutors, skill builders, etc.) by defining roles and expectations, meeting as often as necessary to facilitate the Plan of Care goals.
9. Carry a maximum caseload of 15 persons served with at least 2 in rural counties.
10. Maintain a current awareness of community resources available to meet the needs of the persons served.
11. Attend and participate in scheduled FYI Team staff meetings.
12. Attend and participate in peer review.
13. Attend and participate in clinical supervisions.
14. Attend and participate in biannual statewide conferences.
15. Attend educational trainings to meet current caseload needs of persons served as opportunities are presented.
16. Complete required trainings as deemed necessary by the organization to meet program competencies and/or CARF accreditation requirements.
17. Complete CAFAS training every two years.

## **B. Documentation**

1. Maintain current progress notes, documenting contact with the family and others related to the case.
2. Document Plan of Care monthly, or as needed.
3. Obtain family history information to create interpretive summary.
4. Maintain electronic health records, keeping current and complete.
6. Maintain all documentation as required by organizational policies and procedures.
7. Prepare documentation required for skill builders, students, or interns.
8. Complete all enrollment and discharge paperwork.

## **C. Data Collection**

Complete assessment tools as required by organizational policies and procedures.

## **OTHER DUTIES**

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

## **EDUCATION & EXPERIENCE**

### **Minimum Requirements**

- Bachelor's degree in human services or related field. Extensive experience (3 or more years) in related human services field may be substituted for degree.
- Maintain CAFAS certification.

### **Preferred**

- 2 years of experience working with persons served with serious emotional disturbances (SED).

## **ABILITIES & SKILLS**

- Ability to practice the wraparound approach, including but not limited to:
  - a) Organize and facilitate teams. Assess effectiveness of services and resources.
  - b) Assess the strengths and needs of and engage with families of diverse cultures, socioeconomic, and developmental levels.
- Ability to effectively develop and oversee implementation of a crisis/safety plan.
- Ability to develop person-centered plans as follows:
  - a) Write concise measurable goals and objectives.
  - b) Evaluate progress towards outcomes.
- Proficient word processing skills, with knowledge of Microsoft Office Pro (Word, Access, Publisher, Excel, and PowerPoint) software.
- Ability to work independently, handle multiple projects simultaneously, and prioritize responsibilities to effectively manage time to meet necessary deadlines as directed.

- Ability to read and understand information and ideas presented orally and/or in writing to complete assigned tasks.
- Ability to use critical thinking skills, using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Ability to maintain effective working relationships with supervisor, peers, co-workers, business stakeholders, persons served, and the public.
- Ability to write, speak, and understand English as necessary to effectively perform position and to communicate with supervisors, employees, or clients the incumbent works with based on the assumption that such individuals can only write, speak, and understand English.
- Ability to work independently in persons served homes.
- Ability to use appropriate judgment/discretion when authorizing flex funds on behalf of the FYI Program.
- Ability to monitor work of others as related to persons served goals.
- Ability to interview persons served (e.g., primary assessments, screenings).
- Ability to recognize, interpret, and respond appropriately to threatening situations.
- Willingness and ability to be a team player.

## **WORK ENVIRONMENT**

- A majority of the face-to-face work with participants is normally performed off-site (e.g., participants' homes or other location).
- Office hours are 8:00 a.m. – 4:30 p.m. Responsibilities will require a flexible work schedule, including some evening/weekend hours, to meet business needs of the organization/ accommodate participants' schedules.
- Must be present on a consistent basis during those periods of time when critical deadlines need to be met.
- Incumbent must have the ability to travel on a periodic basis and is required to have, and maintain, personal, reliable transportation to travel to meetings/activities/transport participants within Region V Systems' 16-county area as required to perform job.
- Incumbent must have, and maintain, a valid Nebraska driver's license and have, and maintain, current vehicle insurance.