

**Denali Family Services  
Case Manager  
Position Description**

**Mission**

Supporting children and families through individualized community based services.

**Section I**

<b>Name:</b>		<b>Organization:</b>	Denali Family Services
<b>Job Title:</b>	Case Manager	<b>Department:</b>	Case Management
<b>FLSA Status:</b>	Exempt	<b>Supervisor:</b>	Case Management Director
<b>Revision Date:</b>	August 2014	<b>Position Status:</b>	Full-time
<b>Position Locations:</b>	Anchorage	<b>OES Job Code:</b>	21-1019

**Section II**

**Summary Position Statement:**

Case Manager provides case management services and mental health rehabilitative services to Severely Emotionally Disturbed (SED) clients and their families.

This position is responsible for observing policies, procedures and safeguards to protect the privacy of health information in compliance with the HIPAA Privacy (Privacy Rule).

**Section III**

**Essential Functions of the Position:**

- Facilitate active and ongoing communication with all members of client's service team.
- Participate in treatment planning and implementation through case management and other mental health rehabilitation services (individual and group skill development).
- Complete client medical record documentation and other required forms for each service provided, billable and non-billable, and incidents within 24-72 hours, as outlined in the agency Policy and Procedure.

- Understand and comply with all federal, state, COA and agency policy, procedures, plans, program requirements and protocols regarding case management services.
- Encourage family members to be active participants in the service planning and delivery process.
- Participate in required agency trainings and meetings in order to complete the mandatory 20 hours of training per year.
- Transport, via private or agency vehicle, clients to/from home, school, the agency, and treatment meetings, as needed.
- Assist children and families in accessing support within home, school and community.
- Actively track and report assessments, service plans and reviews on a quarterly and annual basis to ensure the clinical team members are current with detailed case information.
- Complete foster home visits and biological home visits as outlined in the treatment plan.
- Ensure client confidentiality as prescribed by agency policy and federal law.
- Active and current working knowledge of COA and Medicaid regulations.
- Perform other duties as assigned.

#### **Section IV**

##### **Measurement**

Maintain billable productivity target rate of 50%.

##### **Other Duties and Responsibilities**

- Perform Behavioral Health Associate duties as needed.
- Participate in telephonic on-call crisis rotation
- Provide transportation for clients and families as needed.
- Provide family skills development as determined by the treatment team.

#### **Section V**

##### **Position Requirements:**

Minimum Qualifications: Bachelor's Degree from an accredited college or university with two (2) years of experience providing extensive care coordination, collaborating with community service providers, and providing direct services to children and families that includes working with people identified with developmental disabilities and/or as severely emotionally disturbed.

Preferred: A Bachelor's Degree from an accredited college or university in social work, human services, psychology, or a closely related field with one (1) year experience providing extensive care coordination, assisting in collaborating with community service providers, and providing direct services to children and families that includes working with people identified with developmental disabilities and/or as severely emotionally disturbed.

Knowledge, Skills & Abilities:

- Must have excellent written and oral communication skills, sound clinical and therapeutic skills and the ability to accurately document events, provide detailed records for clients and work with a multi-disciplinary team.
- Ability to maintain positive professional working relationships and to work effectively within a team environment.
- Organized, efficient, and able to manage multiple tasks simultaneously with attention to detail and accuracy.
- Excellent interpersonal communication skills and good written communication.
- Ability to ensure client and employee confidentiality as prescribed by agency policy and federal law
- Proficient with Microsoft applications and possess the ability to learn other software applications.
- Knowledge and understanding all agency protocol, policy, procedure, plans program requirements.
- Ability to act decisively and with fairness.
- Ability to read, speak and write in English
- Ability to pass a State and FBI background check in accordance with the State of Alaska Background Checking Unit.

Physical Requirements: Ability to perform sedentary work as well as to be engaged in physical exercise with consumers such as running, walking, hiking, etc.. Must be able to lift 25 lbs and bend down frequently. Visual acuity necessary to utilize a computer monitor throughout the course of a normal workday. Ability to perform repetitive keyboarding activities and operate general office equipment. Ability to communicate verbally, both in person and over the telephone. Ability to wrap arms around and hold a person. Ability to twist and bend. Must have visual and hearing acuity.

Working Conditions: Work is performed in a community mental health center office setting, school, and community and client homes.

Other Requirements: Upon hire, must be able to pass a state and federal background check, drug screening and have a negative TB test reading. In addition, all employees must be able to obtain CPR and First Aid certification, continual proof of a valid Alaska Driver's License, maintain current vehicle insurance and registration on personal vehicle(s) used for company business,

maintain a violation free driving record for the past year. Employees must be at least 21 years old due to state licensing requirements.

**Disclaimer:**

This Position Description reflects Denali Family Service's best effort to describe the essential functions and qualifications of the job described. It is not an exhaustive statement of all the duties, responsibilities, or qualifications of the job. This document is not intended to exclude an opportunity for modifications consistent with providing reasonable accommodation. This is not intended to be a contract. Your signature indicates you have read this Position Description and understand the essential functions and qualifications of the job.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_