

WINGS FOR CHILDREN AND FAMILIES, INC. JOB DESCRIPTION

I. **IDENTIFICATION:**

Job Title: Case Manager – Level 2
Reports to: Clinical Supervisor
Salary Range: \$25,000 - \$35,000
Status: Full-time (minimum of 40 hours per week); Salaried; Exempt

II. **JOB SUMMARY:**

The Case Manager works with eligible families with intensive case management requirements to assist them in identifying their strengths and needs. The Case Manager facilitates the Child and Family Team to develop an individualized support plan which meets the needs of the children and their families and arranges for and manages appropriate service delivery.

III. **CORE ELEMENTS OF THE JOB:**

A. **ESSENTIAL JOB FUNCTIONS:***

1. Adopts, implements and promotes agency values and philosophy in the course of employment with the agency.
2. Maintains a minimum case load of 15 clients.
3. Assesses strengths and needs of child and family and helps determine the composition of the child and family team.
4. Facilitates child and family team in developing ISP.
5. Coordinates services for the client, evaluates client progress and monitors effectiveness of services in meeting the needs of the client.
6. Maintains complete clinical records for all clients on case load.
7. Advocates for the protection of client rights and entitlements as outlined in the *Rights of Recipients of Mental Health Services Who Are Children in Need of Treatment* handbook, as well as persons eligible for services such as special education, MaineCare, etc. Provides direct assistance to clients and families in accessing and securing resources.

8. Maintains ongoing relationships through home visits, phone contacts and collaboration with clients, families and service providers.
9. Complies with all agency case management standards.
10. Completes any required documentation in a timely manner (i.e. client record information, evaluation data, request for funds, etc.)

B. OTHER RELATED DUTIES/RESPONSIBILITIES:

1. Represents the agency on committees and at meetings throughout the service area to promote the program, it's work and the fundamental values, as approved by supervisor.
2. Consults with crisis providers regarding services to children and families who are currently clients of Wings.
3. Maintains client and family rights to confidentiality in compliance with State and Federal laws.
4. Prepares and submits reports summarizing activities upon request.
5. Participates in weekly supervision, either group or individual.
6. Assists in training new staff.

IV. SPECIFICATIONS/QUALIFICATIONS:

A. EDUCATION/TRAINING:

1. Minimum of a Bachelors Degree, or qualify as an "Other Qualified Mental Professional".

"Other Qualified Mental Health Professionals" are those who have either a Bachelors Degree and three years experience in special education, child development, mental health or a related field or have the equivalent combination of directly related training,

education, and experience. Persons hired under this provision will need to be certified by the State of Maine Department of Behavioral and Developmental Services.

If qualified at time of employment, applies for and maintains current social work license or, if certified as an "Other Qualified Mental Health Provider", maintains certification.

B. JOB RELATED EXPERIENCE:

1. At least one year of relevant clinical experience working with families and children preferred. This experience may be drawn from pre- or post-educational degree work or volunteer services.

C. SPECIAL SKILLS

1. Sensitivity to others and comfortable working with children with mental illness, their families and other service providers.
2. Ability to work within a community agency environment to provide effective, high quality services to children and their families in a manner which respects the dignity and concerns of each individual.
3. Knowledge of particular disorders of childhood.
4. Working knowledge of the range of services needed by families with children with mental health issues, and/or mental retardation or other developmental delays.
5. Advocacy, both case and systems.
6. Interviewing and assessment skills.
7. Demonstrated proficiency in the use of computers.

D. COGNITIVE REQUIREMENTS:

1. Strong written, oral and interpersonal communication skills.
2. Ability to assess client needs and translate those needs into appropriate support plans.

3. Ability to consistently exercise independent judgement in the performance of duties.

E. PHYSICAL REQUIREMENTS:

1. Ability to maneuver in a variety of home settings and weather conditions.

F. WORK ENVIRONMENT:

1. Substantial travel to client's homes.
2. Modern business office staffed with human services professionals – may be subject to interruptions.

G. OTHER:

1. There may be some evening or weekend work.
2. Reliable transportation and valid State of Maine driver's license necessary.
3. Position is full-time (minimum of 40 hours per week), Salaried, Exempt. Work is of a nature that may consistently exceed minimum work week requirements.

*Job/position incumbents who become disabled, as well as external and internal candidates must be able to perform the essential job functions either unaided or with reasonable accommodations which will be determined by management on a case-by-case basis.

Reviewed by Employee: _____ **Date:** _____
(signature)