

Chippewa River Industries, Inc.
Case Manager Position Description

FSLA: Not Exempt

Reports To: Support Services Manager

Supervises: None

Scheduled Hours/Days: Monday – Friday, 8:00 a.m. – 4:30 p.m.

Purpose of Position

The purpose of this position is to provide case management to individuals with disabilities or other barriers. Case Management will be provided to individuals receiving services both at CRI facilities and other sites within the community.

Essential Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

1. Draft vocational assessments, plans, and goals for assigned clients on caseload. Draft annual vocational plans every six months. Compute production percentages for each assigned client every six months or as often as directed/needed.
2. Ensure all paperwork is completed accurately and on time including, but not limited to: referral, intake and orientation, releases (per HIPAA and other related laws), case notes, plans (work and behavior plans), assessments and termination paperwork. Review case load files every six months to ensure files have necessary paperwork.
3. Serve as an advocate for clients. Serve as a liaison between client, CRI, MCO's, County, DVR, IRIS, and other appropriate staff. Communicate with all stakeholders as appropriate. Make referrals to other services as appropriate (i.e. Speech Therapy, etc.).
4. Collect and prepare program evaluation/outcome measurement data. Participate in annual program goal development and assist with drafting annual report. Develop, implement and monitor the success of pre-vocational services delivered at CRI.
5. Assist clients with toileting, activities of daily living (ADL) skills and any other needs as directed.
6. Distribute medications on a daily basis. Assist with blood sugars, oxygen tanks transfers, etc.
7. Assist with training/supervising clients both at CRI and other work sites. Provide supervision coverage during client breaks, etc.
8. Participate in and coordinate staffings and other meetings as directed. Inform/notify staff of new clients.

9. Effectively respond to worker conflicts, disruptive behavior, inappropriate behavior, and medical emergencies, etc.
10. Work as part of an integrated team to ensure the highest quality of standards are being met. Perform quality vocational services as part of an integrated team. The team's work is set within a framework of ensuring best practices and quality assurance.
11. Assist with creating curriculum and implementing training modules and job clubs. Teach pre-employment and social skill development for persons served including training clinics. Perform job coaching, life skills and community prevocational activities.
12. Educate and support auxiliary staff (i.e. Employment Trainers and Life Skills Workers) on how to serve clients utilizing best practices.
13. Assume other responsibilities as directed.

Required Knowledge, Skills and Abilities

Ability to understand and adhere to all relevant federal, state, and county regulations, policies, etc.

General knowledge of the interests, attitudes and behavior problems of the clients.

Ability to meet and deal with the public and to establish and maintain effective working relationships with staff and the general public. Including speaking and presenting to small groups.

Ability to maintain discretion regarding business-related files, reports and conversations, within the provisions of open records laws and other applicable State and Federal Statutes & Regulations.

Ability to understand and adhere to DOL standards and Social Security programs related to individuals with disabilities or other barriers to employment.

Maintenance of a clean driving record.

A functional cell phone is required for this position.

Minimum Training and Experience Required to Perform Essential Job Functions

Bachelors Degree in a Human Services field with two (2) years recent related experience; or

An Associated Degree in a Human Services field with three (3) years of recent, related experience; or

An equivalent combination of training and experience.

Successful completion of a pre-employment Dept. of Justice/Caregiver background check and DMV check.

Knowledge of and previous experience with Microsoft Office platform or a similar office software to create and amend documents and/or develop spreadsheets in a professional manner.

A valid Wisconsin driver's license, appropriate/required coverage of auto insurance, and a reliable

vehicle are required. Must have a clean driving record for the past 3 years. Records must not have any major moving traffic violations/convictions. Major moving traffic include, but are not limited to: Reckless and/or Negligent Driving, OWI, DUI, DWI, Excessive Speeding, Driving with a Suspended, Revoked, or Invalid license, Hit and Run, Refusing to stop for/Fleeing an officer).

Special Requirements

Ability to travel (possibly overnight) for such activities as trainings. Must be flexible with work schedule to work in early morning and evening shifts, including weekends when requested, to ensure services to and safety of persons served are not compromised.

Language Ability and Interpersonal Communication

Ability to communicate effectively and appropriately with people who are developmentally disabled, long-term mentally ill, deaf, blind, etc. Ability to meet and deal with the public to establish and maintain effective working relationships with staff, clients, group home staff, other stakeholders, etc.

Mathematical Ability

Ability to add and subtract, multiply and divide, and calculate percentages, fractions, and decimals.

Ability to monitor time frames and accurately record such times on client time sheets.

Judgment and Situational Ability

Ability to use functional reasoning and application of rational judgment in performing diversified work activities.

Ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory and/or judgmental criteria.

Physical and Mental Abilities to Independently Perform Essential Job Functions

Ability to independently read and understand policies and procedures, written and verbal instructions, and set-up/complete production jobs as assigned. Ability to observe, record and report significant behaviors. Ability to maintain discretion regarding business-related files, reports and conversations, within the provisions of open records laws and other applicable State and Federal statutes and regulations. Ability to coordinate eyes, hands, feet and limbs in performing skilled movements such as operating a calculator, and providing training to a worker. Ability to use organizational skills and multitask.

Ability to exert physical effort, typically involving lifting, carrying, pushing and pulling, including assisting clients with personal cares.

Ability to recognize and identify degrees of similarity or difference between characteristics of color, forms, sounds, tastes, odors, textures, etc. associated with job-related objects and materials.

Environmental Adaptability

Ability to work under generally safe and comfortable conditions where variations or extremes in environmental factors such as temperatures, odors, toxic agents, noise vibrations, wetness, or dust may cause discomfort, and where there is risk of exposure to blood borne pathogens or disruptive behavior.

Chippewa River Industries, Inc. is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, CRI will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

This position description does not constitute an employment contract. Employee is an at-will employee with CRI. By signing below, Employee acknowledges receipt of this position description and that Employee has reviewed and understands this position description.

Employee's Signature

Supervisor's Signature

Date

Date

Original: January 1, 2009

Revised: January 12, 2010, April 30, 2010, January 5, 2011, January 23, 2015, February 3, 2016