

POSITION DESCRIPTION

CLASSIFICATION TITLE: Consumer Services Specialist III

POSITION TITLE: Developmental Services Case Manager

GENERAL STATEMENT OF RESPONSIBILITIES:

This (FLSA Exempt) position has the responsibility to determine, provide, and/or coordinate services for eligible consumers served by the Eastern Shore Community Services Board. Primary service delivery will be to consumers who are eligible for or enrolled in targeted case management as reimbursed through the Medical Assistance Program (Medicaid).

General areas of responsibilities include:

- Case management to facilitate the linkage of individual service needs with appropriate services within the agency, other human service agencies in the community, public and private hospitals, and other entities; and
- Records management relative to the consumer's overall service delivery.

In carrying out position responsibilities the incumbent reports to and receives supervision from the DS Program Director. In carrying out position responsibilities, the incumbent performs in accordance with established ESCSB policies and procedures, demonstrates initiative, exercises sound judgment, maintains confidentiality of information, and sustains effective working relationships.

MAJOR DUTIES:

- Identify and maintain information on appropriate community resources such as housing, transportation, financial assistance, and all other necessary services for consumers in need of such services;
- Identify and maintain a listing of available housing suitable for emergency housing needs, long term options, short-term respite care, and for patients returning from institutions;
- Refer and link consumers to programs, supports and services needed;
- Conduct out-reach and follow-up services. (Coordinate with family,

support persons and other human service agencies in order to provide support and assistance to consumers being serviced on a multi-agency basis.)

- Perform intakes and assessments on referrals;
- Coordinate with providers, consumers and families to develop Person Centered Plans;
- Monitor services delivered to assure implementation of the service plan and to assess the individual's receipt of and participation in appropriate types and levels of service;
- As needed, provide supportive counseling;
- Make home and other community based visits as required;
- Complete and maintain proper case documentation in accordance with Medicaid, licensure and agency regulations to include entering demographics and program-related data into the electronic health record;
- Provide overall management of assigned consumer medical records relative to developmental services received to include managing and providing quality assurance of data and overall services provided;
- Attend DS staffing meetings;
- Provide case consultation services to other CSB services and other human service agencies upon request;
- As needed, transport ambulatory and non-ambulatory consumers, properly aligning and securing wheelchairs in vans as needed; and
- Perform other job-related duties as directed by the DS Program Director and/or the Executive Director for providing services for the specified population.

QUALIFICATIONS:

The incumbent should have a minimum of a Bachelor's degree with position-related experience with the population served and/or with the coordination of service provision and possess the following knowledge, skills, and abilities:

Knowledge of: The definition, causes and types of intellectual and developmental disabilities; different types of assessments including functional

assessments and their uses in program planning; consumers' rights; local community resources and service delivery systems including support services, eligibility criteria and intake process, termination criteria and procedures: generic community resources; types of services; effective oral, written and interpersonal communication principles and techniques; general principles of record documentation; the service planning process and the major components of a service 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 medication in the care and treatment of the population; position-related federal, state and local regulations.

Skills (s) in: Negotiating with consumers and service providers; observing, recording and reporting behaviors; identifying and documenting a consumer's needs for resources, services and other assistance; promoting achievement of the consumer's personal habilitative/rehabilitative and life goals; coordinating the provision of services by diverse public and private providers; identifying community resources and organizations and coordinating resources and activities; using information from assessments, evaluations, observations and interviews to develop service plans; interviewing; formulating, writing and implementing person centered service plans to promote goal attainment for individuals ; using assessment tools;

Ability (ies) to: Demonstrate a positive experience for consumers and their families (e.g. treating consumers as individuals, allowing risk taking, avoiding stereotypes , respecting consumers' and families' privacy, be persistent and remain objective; work as a team member, maintain effective inter-and intra-agency working relationships; communicate effectively, verbally and in writing; work independently under general supervision; establish and maintain ongoing supportive relationships with the individuals served.

The incumbent must have a valid driver's license with a satisfactory record.

HIPAA Access Level: 2=access to all consumer information

ORGANIZATION LOCATION:

EXECUTIVE DIRECTOR

DS PROGRAM DIRECTOR

DS CASE MANAGER

SALARY &/OR HOURLY RATE RANGE: Classification Level VII

EFFECTIVE DATE:

January 25, 2021

POSITION DESCRIPTION CONTENT:

Job descriptions are not intended to be, and should not be construed to be, all-inclusive lists of all responsibilities, skills, efforts, or working conditions associated with a job.

While this job description is intended to be an accurate reflection of the job requirements, management reserves the right to modify, add, or remove duties from particular jobs and to assign other duties as necessary.

SIGNATURES:

DS Case Manager

Date

DS Program Director

Date

Executive Director

Date