

# CENTRAL VIRGINIA ALLIANCE FOR COMMUNITY LIVING, INC.

## Job Description

**Position:** Case Manager 1  
**Employment Category:** Non-Exempt, Full-Time  
**Reports directly to:** Director of Social Service Programs

**Basic Function:** The Case Manager 1 is responsible for all Communication, Referral, Information and Assistance cases of all eligible individuals. The Case Manager 1 is also responsible for the completion of Case Management, Care Coordination and OPTIONS Counseling cases. The Case Manager 1 will also become certified as an Information & Referral Specialist and as an OPTIONS Counselor as required by the agency. The Case Manager 1 will also become certified as a Care Transitions Coach as required by the agency.

**Educational Requirements:**

- Must possess a minimum of a Bachelor's degree in human services or a related field; however, a BSW or RN is preferred for this position.
- It is recommended that the Case Manager 1 will have a minimum of one year of satisfactory experience in the human services field working with the older adults or individuals with disabilities.

**Physical Abilities:**

- Must be able to sit, stand and walk frequently
- Must be able to lift 25 pounds on a regular basis
- Must be able to meet the physical requirements of the job, including making in-home reassessments and climbing stairs, or accessing other locations that may not be accessible
- Must be able to utilize arms, hands and wrist to perform repetitive tasks

**Required Abilities:**

- Strong organizational & Communication skills
- Ability to work positively with people from all socio-economic backgrounds, being tolerant of differences resultant of ethnic, or religious diversity
- Manage time effectively
- Excellent driving background and personal automobile for required travel within the 11<sup>th</sup> Planning District
- Work effectively with older adults and show sensitivity to needs and problems of older adults and individuals with disabilities
- Assess, analyze and advocate for individuals' needs
- Conduct effective interviews, arrange and negotiate service referrals, and identify services within the provider network to meet individuals' needs
- Understand and interpret policies and regulations
- Communicate and establish effective interpersonal relationships with clients, co-workers, other professional and technical staff, and other service agencies
- Work as a team member; be flexible and able to work with changing work environments
- Demonstrate knowledge of:
  - Biological, psychological, and social aspects of aging, the impact of disabilities and illnesses on aging
  - Interviewing and functional assessment principles
  - Service planning processes and the major components of service planning
  - Advocacy techniques and consumer rights
  - Public benefits eligibility requirements, including knowledge of Medicaid and Medicare
  - General principles of documentation
  - Theory and techniques of counseling and care coordination

### Principal Responsibilities

- Receive referral intake, assess for appropriate service level
- Link individuals to other service providers when appropriate
- Perform in-home reassessments to determine client needs and available resources to meet those needs
- Complete individuals' file documentation as outlined in the Care Management Policy and Procedure Manual
- Develop individualized care-plans, coordinate services, and follow up on service referrals to ensure appropriate service delivery without gap or duplication and also ensure the quality and effectiveness of the referral
- Monitor care plan effectiveness and follow-up on individuals' needs as necessary

**Initials:** \_\_\_\_\_

- Complete and present individuals' cases to weekly care management meetings
- Maintain data and provide information as necessary/as requested by the Director of Social Service Programs
- Attend trainings and meetings as necessary, including but not limited to Peer Place and UAI training
- Handle Communication, Referral, Information and Assistance calls as needed
- Enter all individuals' information as needed in CRIA
- Assist with the training of new Care Coordinators as needed.
- Assist with the training of interns and volunteers within the Social Services Department. This includes public outreach, recruitment, education, monitoring and other duties regarding intern and volunteer assignments within the Social Services Department as needed.
- Assist with agency fund raising and special events as needed
- Perform other duties as assigned.

**Any and all activities as assigned by the Director of Social Service Programs and the Executive Director.**

### **Additional Responsibilities**

CVACL conducts many activities that are considered promotional and special events. Those activities are critical to agency existence and can involve a number of varied tasks. **ALL** employees will be expected to be on call during such events, provide assistance as assigned and support the activities. **ALL** staff will share the promotional and special event responsibilities regardless of the employee's regular work schedule or job description. In relation to the promotional and special activities, employees can be asked to make those activities a priority immediately upon the need presenting. Every effort will be made to provide advance coordination.

**I have received, reviewed, discussed and understand the responsibilities, expectations and compensation as stipulated in the Case Manager 1 job description and communicated within this 2-page document.**

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Employee Name Printed

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Employee Signature

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Date