

## SENIOR CARE MANAGER

### FUNCTION OF THE JOB

Under supervision to perform senior level professional work involving the delivery of human services to individuals and families in need of resources, services and support; performs other duties as required.

### CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Receives referrals of youth or adult clients who may have developmental disabilities, mental health concerns, physical disabilities, child maltreatment, or youth justice concerns.
2. Conducts assessments addressing physical, medical, personal, emotional, vocational, social, and/or psychological needs; develops a casework plan with clients and performs agreed-upon and necessary casework services.
3. Informs clients of available programs and services to meet their individual needs and encourages participation in the most appropriate activities.
4. Provides community education on available resources and services for clients and families.
5. Intervenes in emergency situations providing expertise for crisis intervention to families.
6. Provides care management and coordination services for complex needs individuals.
7. Shares knowledge and experience through teaming for individuals with complex needs.
8. Works as a peer mentor during onboarding.
9. Conducts assessments in the office, at consumer's home, or off-site locations.
10. Provides short term care coordination and maintains case records in compliance with agency, state, and federal standards.
11. Actively participates in or leads staff meetings, multidisciplinary team's conferences, court hearings, family team meetings, and contract service consultations for development and coordination of service plans.
12. Prepares detailed documentation and may testify in court or in evidentiary hearings, contested cases, and annual court reviews.
13. Ensures the proper administration of required documentation for federal and state funding sources.
14. Establishes and maintains effective working relationships with clients, families, multi-disciplinary staff, caregivers, service providers, volunteers, community agencies and the public.
15. Maintains prompt, predictable, and regular attendance.
16. Performs emergency government duties as assigned in event of Waukesha County Emergency Government declaration.
17. Participates in program development, marketing, and outreach activities.
18. May be considered for lead worker role or responsibility.
19. Performs other duties as required.

### QUALIFICATIONS

#### Essential Knowledge and Abilities

1. Considerable knowledge of the federal, state, and local rules, regulations, and statutes governing the delivery of human services.
2. Considerable knowledge of human behavior, dynamics of groups and families, interpersonal relations, and social interaction.
3. Considerable knowledge of community resources and services as they pertain to developmental disabilities, mental health, physical disabilities, adult protective services, youth justice, and/or child protective services.

## QUALIFICATIONS

### Essential Knowledge and Abilities (continued)

4. Considerable knowledge of social problems, such as family disorganization, domestic violence, abuse and neglect, discrimination, disability, poverty, unemployment, aging, and their effect on the individual.
5. Considerable knowledge of behavior management principles, practices, methods, and techniques.
6. Considerable knowledge of the cognitive, emotional, and physical needs of persons being served.
7. Considerable knowledge of confidentiality statutes and requirements, including the Health Insurance Portability and Accountability Act (HIPAA) of 1996.
8. Considerable knowledge of electronic health record software, computerized department program software, Internet access, and database, spreadsheet, and word processing programs.
9. Ability to respond appropriately in a crisis situation.
10. Ability to establish and maintain effective working relationships with clients, families, multi-disciplinary staff, caregivers, service providers, volunteers, community agencies and the public.
11. Ability to participate in multi-disciplinary decision making and services coordination.
12. Ability to plan and organize work effectively.
13. Ability to interpret and explain programs and services available to clients and their families.
14. Ability to communicate effectively both verbally and in writing.
15. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.

### Training and Experience

1. A bachelor's degree from a recognized college or university in sociology, social work, psychology, nursing, criminal justice, or a closely related field.
2. Two years of responsible work experience in social work, counseling, nursing, criminal justice, or a closely related field.
3. A master's degree in social work, nursing, psychology, criminal justice, or a closely related field may substitute for one year of the work experience.
4. Social work certification may substitute for one year of work experience.
5. Valid driver's license.