

JOB DESCRIPTION

Case Manager (CM)

Reporting Relationship:	Position reports to the Clinical Director
Work schedule:	Varying work hours, including evenings and weekends may be required
FSLA Status:	Non-Exempt

I. SUMMARY OF POSITION

Under the direct supervision of the Clinical Director and the general supervision of the Deputy Director, the Case Manager coordinates and corroborates with members of their house to deliver case management services, group and individual treatment activities necessary to address the resident's criminogenic needs. The Case Manager is responsible for assessing the resident's needs and developing a treatment plan. Case Managers also work in conjunction with operation staff to ensure that the facility meets its mission of providing a safe environment where offenders can change criminal behavior.

The Case Manager will perform these daily duties and responsibilities under the guidance of the Program Specialist.

II. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Persistently show up ready for work on all scheduled days.
- Develops, with the input and "buy in" of the resident, an individualized, comprehensive program plan to address the resident's criminogenic needs.
- Conducts assessments to determine residents' criminogenic needs, motivation level and responsivity factors.
- Conduct ORAS assessments and input resident information in the statewide ORAS data base.
- Writes negative and positive termination reports.
- Writes status reports, progress reports and program summaries.
- Develops and processes community movement passes for residents assigned to caseload.
- Coordinates with treatment staff and operation staff to insure that each resident's criminogenic needs are being addressed.
- Keeps program plans and other file documentation updated and current.
- Develops release plans with input from resident.
- Conducts visitor orientation and family sessions when necessary.
- On-boards incoming residents to the program.
- Assesses resident progress of assimilating to the facility and the treatment program.

- Meets regularly with assigned residents.
- Serves as a member on the “House” and “Treatment” teams.
- Provides residents with treatment assignments to address their criminogenic needs.
- Recommends for residents to be placed on House agenda.
- Refers residents to various community treatment and support agencies as needed.
- Escorts residents to outside appointments as assigned.
- Prepares documents for presentation in court and testifies in court hearings as needed.
- Monitors resident progress, makes updates, modifications and changes to resident program plans on a regular basis, based on progress or lack of progress toward treatment goals.
- Develops daily treatment schedules accounting for residents’ program activities for 8 hours a day.
- Sets up visitation and phone lists.
- Confers with other professionals to evaluate resident treatment.
- Facilitates or co-facilitates various treatment groups as scheduled or assigned.
- Intervenes as an advocate for residents to resolve emergency problems in crisis situations.
- Provides coaching and guidance to residents on a daily basis.
- Obtains confidential records and supplemental information which may include medical records, mental health treatment, substance abuse treatment or school reports, employment verification etc. on residents as needed.
- Motivates resistant residents toward the change process.
- Consults with residents’ family members and other individuals of support to assist in addressing criminogenic needs through information sharing and cooperation.
- Maintains and secures case files according to policy and procedure, applicable accreditation standards, and closes out case files per policy.
- Arranges medical, dental, psychiatric, and other appointments and examinations.
- Works closely with facility medical provider and assists residents in obtaining prescribed medications, and over the counter medication.

III. JOB QUALIFICATIONS

To perform this job successfully, an individual must possess a valid driver’s license and be able to perform each essential function at expected level of competency. The requirements listed below are representative of the knowledge, skills, and/or ability required:

Education and Work Experience

BA/BS in social work; sociology, psychology, criminal justice or a related field; and preferred experience in a residential correctional setting. License/certification preferred (LSW, LPC and LCDC III). Those individuals without a LCDC III, must have the ability to obtain a CDCA and work towards an LCDC III within 24 months.

Language Skills

Ability to read, analyze, and interpret general materials, correspondence, government regulations, policies and procedures, manuals and handbooks. Ability to write reports, communicate via a computer, and to effectively present information and observations verbally and through the computer log. Ability to respond to questions from co-workers, supervisors, residents and visitors to the facility.

Mathematical Skills

Ability to count, add, subtract and multiply.

Computers and Office Equipment

Ability to operate a personal computer, including word processing and specialized software, telephone, two-way radio, copy machine and fax machine.

Reasoning Skills

Ability to solve practical problems and deal with a variety of variables in situations where limited supervision or standardization exists. Ability to think critically. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Ability to identify or detect resident manipulation and other criminogenic conduct that is characteristic of the population served.

Interpersonal Skills

Ability to communicate effectively by actively listening, asking appropriate questions, and providing feedback to ensure effective delivery of information. Also, have the ability to build rapport with residents and assimilate onto and work as a team member.

Psychosocial Competency Skills

Ability to understand human behavior and the mental processes residents bring from their different cultural and socioeconomic backgrounds.

Legal Competency Skills

The ability to understand legal terminology, court procedures, as well as, understand the laws that govern the treatment of offenders and their records.

Therapy and Counseling Skills

The ability to properly use evidence based treatment techniques to address offenders' criminogenic needs. This includes the ability to effectively utilize group and individual teaching techniques.

Physical Demands

While performing the duties of this job, the Case Manager is regularly required to, type, use hands and fingers, reach with hands and arm. The Case Manager is regularly required to walk, stoop, and kneel. The Case Manager is often required to spend up to six (6) hours sitting at a desk during a normal eight (8) hour shift. Occasionally the Case Manager is required to lift items less than 5 pounds. Vision requirements for this job include close vision, depth perception, and ability to adjust focus.

The Case Manager is regularly required to move throughout the facility while carrying out job duties.

Work Environment

The milieu of NEOCAP is a very structured and organized work environment. Discipline, noise level, and movement are to be maintained at a non-disruptive level. Creating an environment where treatment and behavior change can occur is essential. Case Managers must adhere to all established rules and regulations, and conduct assigned duties in accordance with policy and procedure. Working with the offender population in a Direct Supervision Model can make the work environment stressful.

*This job description is intended to present an illustrative description of the range of duties, the scope of responsibility and the required level of knowledge, skills and abilities necessary to describe the essential functions of the job. Specifications are **not** intended to reflect all duties performed by Case Managers.*

Revised: April 19, 2016