

Job Description

Job Title	Case Manager
SOC	21-1093
Department	Case Management Operations
Reports To	Supervisor
Supervisory Duties	No
Classification	Exempt
Travel Required	50%
Revision Date	July 2020

Summary of Position

The Case Manager position is an expert in the field of case management, coordinating services that result in the betterment of the lives waiver program participants choose for themselves and acting as an advocate to ensure Individuals' rights and wishes are respected, while upholding the Core Values and Mission of IPMG.

Essential Functions & Responsibilities

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

- Initial/Annual Planning
 - Develop, update, and review all forms and processes using Person-Centered Planning
 - Facilitate interdisciplinary team meetings
 - Keep the Individual/guardian/stakeholder educated
 - Assist with development and utilization of natural and other supports for Individuals
 - Conduct annual unannounced visits as needed
 - Complete LOC process
 - Facilitate Individual/guardian choice of services and providers
- Quarterly Monitoring
 - Complete DDRS required quarterly reviews
 - Conduct face-to-face meetings
 - Oversee implementation of the Risk Plan and incident management
 - Facilitate interdisciplinary team meetings
 - Update all documents as needed
 - Prep for meetings including a review of needed documents
 - Review and investigate claims (subject to report availability)
 - Measure Individual satisfaction
- Weekly Monitoring
 - Enter case notes documenting consumer related activity
 - Review provider reports as submitted
 - Complete IRs and IR follow-up
 - Facilitate interdisciplinary meetings
 - Conduct on-site consumer visits
 - Process consumer transitions

- Process team requests regarding funding
- Participate in responding to BQIS complaints
- Maintain ongoing communication with Individuals/guardians/providers/community resources
- Manage and maintain electronic records
- Review upcoming tasks and tasks not yet addressed
- Complete required State and IPMG training; attend monthly webinars and other informational webinar sessions offered through IPMG
- Additional tasks as assigned

Competencies

- Strong verbal and written communication skills
- Time management
- Problem-solving and critical thinking

Supervisory Responsibilities

This position does not supervise anyone.

Required Education & Experience

- Bachelor's degree in psychology, sociology, social work, special education, nursing, gerontology, counseling, rehabilitation, or other human services field
- Minimum 1 year of direct experience working with persons with developmental and/or intellectual disabilities
- Knowledge of web-based systems
- Strong technology skills
- Team facilitation experience

Preferred Qualifications & Experience

- Knowledge of waiver case management processes, standards, and regulations
- Ability to perform in a virtual environment under minimal direct supervision

Additional Eligibility Requirements

- Authorization to access the State of Indiana's operating systems
- CPR certification
- Current and valid driver's license
- Current and valid car insurance
- Ability to pass a thorough background screen

Work Environment

This position functions in a home office setting, using standard office equipment such as a computer, phone and scanner.

Physical Demands

Minimal lifting and reaching. The ability to physically enter Individuals' homes and other community settings is required.

Position Type & Expected Hours of Work

This is a full time position, working Monday-Friday, 40 hours per week, with the ability to maintain a flexible work schedule to accommodate the needs of the Individuals served. All schedule changes

outside of a typical workweek of Monday-Friday or an accommodation for Individuals served, must be approved in advance by management.

Travel

Significant local travel is required (50% travel, up to 1-hour drive time from home office)

EEO Statement

IPMG is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, creed, color, religion, alienage or national origin, ancestry, citizenship status, age, disability or handicap, sex, marital status, veteran status, sexual orientation, gender identity, political affiliations, arrest records or any other characteristic protected by federal, state or local laws.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Employee signature below constitutes the employee's understanding of the requirements, essential functions and duties of the position.

Employee Signature

Date