

Job Description

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| Job Title | Director, Case Management Operations |
| SOC | 11-1021 |
| Department | Case Management Operations |
| Reports To | CEO |
| Supervisory Duties | Yes |
| Classification | Exempt |
| Travel Required | 20% |
| Revision Date | November 2019 |

Summary of Position

The Director of Case Management Operations is responsible for overseeing and directing Case Management Operations, ensuring best-in-class service delivery to Individuals served by IPMG, 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.

- Monitor statewide trends and patterns on developmental disabilities, the aged and disabled population, , case management, as well as industry research to provide guidance on the positioning of IPMG
- Collaborate with other departments to provide statewide updates and communication to IPMG employees based upon trends and issues identified
- Lead/chair workgroups and committees as appropriate
- Co-facilitate CARF re-certification under the advice of the CEO
- Act as point person with the State of Indiana regarding case management needs and intervention
- Manage, as appropriate, Division of Aging and DDRS requests
- Attend Senior Leadership meetings and provide updates as necessary
- Assume other tasks and projects as requested by the CEO

Competencies

- Strong verbal and written communication
- Ability to lead others
- Strong cognitive and process management skills

Supervisory Responsibilities

This person supervises administrative staff, as well as managers.

Required Education & Experience

- Bachelor's degree in psychology, sociology, social work, counseling, nursing, special education, rehabilitation, gerontology, management or related field
- 5 years of IPMG Director level or management level experience, managing both people and processes

- Case Management experience
- Knowledge of waiver case management processes, standards, and regulations
- Knowledge of web-based systems
- Strong technology skills

Preferred Qualifications & Experience

- Master's degree

Additional Eligibility Requirements

- Authorization to access the State of Indiana's operating systems
- 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. This is primarily a sedentary position.

Position Type & Expected Hours of Work

This is a full-time position, working standard hours of Monday-Friday, 8am-5pm or similar hours and additional hours as needed.

Travel

Regular statewide travel is required.

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