

Heartland Human Services
Job Description

Job Title:	Director of Case Management
Program(s):	Community Integration Services (CIS)
Reports To:	Executive Director
Reporting Chain:	Executive Director
Status:	Exempt, Full-time

Job Summary:

Director of Case Management shall assume duties and responsibilities necessary for the coordination of effective and efficient services to the consumers of the Community Integration Services (CIS) programs of Heartland Human Services.

Required Qualifications:

Education/License(s)/Certification Requirements:

Qualified Mental Health Professional (QMHP) status as defined by Title 59 of the Illinois Administrative Code, Part 132 Medicaid Community Mental Health Services Program (Rule 132). Rule 132 status must be verified by the Executive Director.

LPHA qualification is preferred. Licensed Practitioner of the Healing Arts (LPHA) status as defined by Title 59 of the Illinois Administrative Code, Part 132 Medicaid Community Mental Health Services Program (Rule 132).

Knowledge, Skills, Abilities:

Experience in the field of human services and counseling experience through previous work experience is required.

Previous supervisory experience is required.

Must have an interest in the field of mental health, particularly as related to the care of the mentally ill.

Shall demonstrate an adequate level of competency and shall continue to increase in skill and competence.

Shall demonstrate sound and prudent judgment in decisions regarding consumers and staff.

Conditions of Employment:

Must pass a background check meeting the requirements of the Illinois Healthcare Worker Background Check Act (225 ILCS 46), agency policy, and any required by funding regulations.

Must possess a valid driver's license, automobile insurance, and automobile for use on the job.

Shall be physically capable to drive a car or van and access all areas of the job sites where job duties are performed including agency facilities, consumer residences, and regularly accessed public and private locations.

Shall be capable of maintaining a flexible work schedule to meet the needs of the position.

Must be at least 21 years of age to meet the requirements in Rule 132.

Supervisory Responsibilities:

Director of Case Management manages all staff of the Community Integration Services (CIS) Program. The Director of Case Management is responsible for the overall direction, coordination and evaluation of the Case Managers, Psycho-Social Rehabilitation Coordinator, Residential Coordinator, CIS Nurse, and Peer Support Specialist. The Director of Case Management is responsible for interviewing and training employees, planning, assigning and directing work, appraising performance and compensation, addressing complaints and resolving problems, and supervising in accordance with the agency's policies and applicable laws.

Essential Duties and Responsibilities:

1. Adhere to all rules, regulations, policies, procedures and practices of Heartland Human Services.
2. Shall be responsible for the overall successful management of the CIS program including supervision of assigned staff, service provision to assigned consumers, maintenance of residential living arrangements, coordination with other programs and agency staff and service, and effective relations with other community agencies.
3. Shall be responsible for the initial and ongoing training of the Case Management staff. This includes insuring that the training guidelines meet standards for licensure, certification or requirements of funding sources, and Case Management staff successfully completes appropriate training to complete assigned duties and tasks. May delegate training to Residential Coordinator.
4. Shall meet regularly with the Executive Director for consultation.
5. Shall make recommendations to the Executive Director concerning programming, staff performance, staff development, policies and procedures.
6. Shall maintain a level of professionalism with consumers in order to foster a healthy, non-dependent therapeutic relationship.
7. Shall conduct regular staff meetings with the Case Management staff in order to accurately assess the needs of the consumers and to discuss programmatic issues.
8. Shall review all new consumer admissions for appropriateness of admission and for assignment to a primary therapist.
9. Shall make staff assignments as appropriate and approve the transfer of cases from one clinician to another as deemed appropriate.
10. Shall periodically review a sample of each staff member's files to evaluate record completeness and quality of services being provided, and successfully address deficient areas.
11. Shall insure all necessary documentation for services performed for each consumer as designated under the Individualized Treatment Plan is completed.
12. Shall be knowledgeable of the programs, policies and procedures of the Agency.
13. Shall be knowledgeable of any involvement the Case Management staff or the Agency has with other agencies, individuals and groups.
14. Shall consistently seek to improve the overall functioning of the Agency, both internally and externally, and propose and implement new programs, policies and procedures to meet consumer needs and to eliminate outdated or inefficient practices in consultation with the Executive Director.
15. Shall consult with other community agencies as a means of linkage and improved consumer services.
16. Shall consistently seek ways to improve clinical functions such as staffings, record keeping, and treatment practices.
17. Shall monitor projected service statistics against actual performance and correct or account for any negative variances.
18. Shall ensure that all programs under his/her supervision comply with licensing and/or certification standards.
19. Shall participate in community meetings as a means of facilitating agency cooperation and as a means of educating the community concerning agency programs and promoting public relations as appropriate.

20. Shall participate in on-call coverage of the residential program. This includes carrying a beeper for immediate access.
21. Shall cover shifts in the group homes when necessary due to crisis situations or lack of staff coverage.
22. Shall strive to keep the residential facilities at maximum capacity.
23. Shall recruit and screen new residential consumers in conjunction with the Residential Coordinator.
24. Shall strive to operate all programs in an efficient and financially sound manner including the efficient and effective use of agency resources and equipment.
25. Shall promote the continuous integration of consumers into the community.
26. Shall participate as a member of the Agency's CQI Committee.
27. Shall participate in all required training programs and successfully complete competency evaluations.
28. Shall follow the agency's Drug Free Workplace policy and assist the Executive Director in making sure this policy is followed.
29. Shall follow the policy for bloodborne pathogens and universal precautions and assist the Executive Director in making sure these policies are followed. This position is identified as a position of higher risk for exposure to bloodborne pathogens and encouraged to receive the Hepatitis B vaccine as a recognized prevention method.
30. Shall become knowledgeable in the area of harassment and discrimination and assist the Executive Director in making sure the agency policies are followed.
31. Shall conduct and present him/herself in a professional manner which will be a credit to the public image of Heartland Human Services.
32. Shall assume additional duties as assigned by the Executive Director.

Behavioral Expectations:

To perform the job successfully, an individual should demonstrate the following:

1. Analytical - designs work flows and procedures.
2. Design - demonstrates attention to detail.
3. Problem Solving - identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions.
4. Customer Service - manages difficult or emotional situations; responds promptly to consumer needs; meets commitments to consumers.
5. Interpersonal Skills - focuses on solving conflict, not blaming; maintains confidentiality.
6. Oral Communication - speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.
7. Written Communication - writes clearly and informatively; able to read and interpret written information.
8. Teamwork - balances team and individual responsibilities; exhibits objectivity and openness to other's views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives.
9. Visionary Leadership - inspires respect and trust; provides vision and inspiration to subordinates.
10. Change Management - communicates changes effectively; builds commitment and overcomes resistance.
11. Leadership - Exhibits confidence in self and others; inspires and motivates others to perform well; effectively influences actions and opinions of others; accepts feedback from others; gives appropriate recognition to others.
12. Managing People - includes staff in planning, decision-making, facilitating and process improvement; takes responsibility for subordinates' activities; makes self available to staff; provides regular performance feedback; develops subordinates' skills and encourages growth; solicits and applies customer feedback (internal and external); fosters quality focus in others; improves processes,

- products and services; continually works to improve supervisory skills.
13. Quality Management - looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.
 14. Business Acumen - understands business implications of decisions; displays orientation to profitability; demonstrates knowledge of market and competition; aligns work with strategic goals.
 15. Cost Consciousness - works within approved budget; develops and implements cost saving measures; contributes to profits and revenue; conserves organizational resources.
 16. Diversity - shows respect and sensitivity for cultural differences; promotes a harassment-free environment.
 17. Ethics - treats people with respect; works with integrity and ethically; upholds organizational values.
 18. Judgment - displays willingness to make decisions; supports and explains reasoning for decisions; makes timely decisions.
 19. Planning/Organizing - uses time efficiently.
 20. Professionalism - approaches others in a tactful manner; treats others with respect and consideration regardless of status or position; accepts responsibility for own actions.
 21. Quality - demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
 22. Quantity - meets performance standards; completes work in timely manner; strives to increase productivity.
 23. Safety and Security - observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.
 24. Adaptability - adapts to changes in the work environment; able to deal with frequent change, delays or unexpected events; manages competing demands.
 25. Attendance/Punctuality - is consistently at work and on time.
 26. Dependability - follows instructions, responds to management direction, completes tasks on time or notifies appropriate person with an alternate plan; commits to long hours of work when necessary to reach goals.
 27. Initiative - asks for and offers help when needed; seeks increased responsibilities; looks for and takes advantage of opportunities.

Training Requirements:

During orientation and yearly thereafter, the individual shall demonstrate adequate competency in the following areas. This list is subject to change at any time.

1. Professional Ethics
2. Confidentiality
3. Consumer Rights
4. Adverse Incident and Rule 50
5. Life Safety/Emergency Preparedness
6. Bloodborne Pathogens
7. Infection Control

Performance Standards:

The individual shall be rated at intervals stated in the agency's personnel policies on the following performance standards. The individual shall demonstrate successful compliance with these performance standards.

1. Maintain licensure, accreditation, and certifications.
2. Maintain contractual obligations/contract management.
3. Effective supervision of CIS Program in collaboration with the Executive Director.

Acknowledgment

I acknowledge by my signature that I have read and understand this job description, and that I fully meet the qualifications listed on this job description, and that I am capable of completing all the necessary requirements outlined herein.

Signature

Date

HR Initials