
POSITION: CASE MANAGER (Non-Exempt) DATE: September 1991

REPORTS TO: Clinical Supervisor REVISED: January 2013

This job description does not constitute an employment contract and is subject to change as the needs of YouthZone and requirements of the job change.

The Case Manager's primary responsibility is to provide YouthZone programs directly to clients and their families in the best interest of the child.

ESSENTIAL FUNCTIONS

- A. Establish and maintain key relationships (includes courts, board, schools, etc).
 - 1. Attends court on regular scheduled court dates to include, not limited to, municipal, district, and county courts.
 - 2. Organizes staffing to develop an individualized family service plan with enrolled clients.
 - 3. Collaborates with other community resources to maintain and develop positive working relationships.
- B. Establish and grow meaningful customer relationships (includes clinical/ethical practices).
 - 1. Initial and on-going assessment of youth's and family needs to develop the client's service plan.
 - 2. Identifies qualified clients needing services to prevent out of home placement or placement in secured detention.
 - 3. Monitors clients utilization of services as outlined in the service plan.
 - 4. Advocates for clients and families having difficulty receiving needed services and help clients access those services.
 - 5. Responds to client's needs when client is in a crisis situation and notifies clinical supervisor.
 - 6. Facilitates and organizes YouthZone groups and programs.
 - 7. Flexibility in setting times and places for meeting with clients.
- C. Maintain administrative responsibilities.
 - 1. Maintains client records and documents work activities in accordance with YouthZone standards.
 - 2. Prepares necessary documentation to the court as needed.
 - 3. Completes YouthZone paperwork in an accurate and timely manner.
 - 4. Proficient use of the YouthZone database.

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D. Participate as/be a contributing member of YouthZone team.

1. Attends and actively participates in YouthZone fundraisers.
2. Supports organizational development by involvement with planning workgroups and special projects.
3. Attends on going training sessions and seminars as needed
4. Sustains professional and positive working relationships with staff.
5. Knowledge of and adherence to organizational hierarchy, goals, operations, and mission statement.
6. Represents the organization in a respectful way both on and off the job.
7. Notifies clinical supervisor as needed with high risk clients, client emergencies and/or if client situation is deteriorating.

NONESSSENTIAL FUNCTIONS

- A. Typing of reports and correspondence.
- B. Sharing in office maintenance.

MINIMAL REQUIREMENTS/PERFORMANCE STANDARDS

- A. Committed to the success of the program.
- B. Flexible, reliable, friendly and conscientious.
- C. Able to work with both youth and adults with a respectful and non-judgmental attitude.
- D. Willing to work evenings (often) and weekends (sometimes).
- E. One on one, group, telephone and written communication skills.
- F. Organization skills.

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- G. The Case Manager shall comply with confidentiality and mandatory reporting of child abuse and neglect.
- H. In addition, the Case Manager must possess a variety of professional practical skills. In brief, these are as follows: clinical background and current knowledge of age appropriate youth behaviors and family dynamics, creativity and ability to problem solve with parents and service providers, persistence and assertiveness in advocating for individual youth, ability to withstand the pressure and stress that comes from service development and negotiations, knowledge of the roles and differences in the major service areas that serve children and knowledge of individualized service development and budgeting.

EDUCATION REQUIREMENTS

A Bachelor's Degree in the human service field or any equivalent combination of education, experience, and/or training.

The statements contained herein reflect general details as necessary to describe the essential and non-essential functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned.

I have read and understand the job description and I am able to perform the essential and non-essential functions of this position.

Employee Signature

Date

Program Director Signature

Date

Authorizing Signature

Date

