



<b>Job Title:</b>	Care Manager	
<b>Department:</b>	Operations	
<b>Reporting to:</b>	Care Manger Supervisor	
<b>Department Head:</b>	Chief Operations Officer	
<b>Level:</b> Individual Contributor	<b>Type of Position:</b> <u>Full Time</u>	<b>FLSA Status:</b> <u>Exempt</u>

<b>Position Summary</b>
<p>The main responsibility in the role of Care Manager is to provide Wraparound services to the youth and families that we serve. This entails linking the youth and family to necessary services through the process of the Child and Family team where an Individualized Service Plan (ISP) is developed. The Care Manager is responsible for meeting with families in person and linking to both clinical and community-based services. The Care Manager is responsible for accurate and timely submission of documentation that reflects the work that is done with the families. To perform this job successfully, the Care Manager must interact with system partners including but not limited to schools, Juvenile Justice, Child Welfare, clinical and substance use disorder providers, the Family Support Organization, and other formal and informal supports that benefit the family.</p>
<b>Responsibilities</b>
<ul style="list-style-type: none"> <li>• Advance the mission and values of Capitol County Children's Collaborative (CCCC) on behalf of staff, children and families, and system partners.</li> <li>• Ensures compliance with all State and Federal confidentiality laws including but not limited to the HITEC and HIPAA.</li> <li>• Attends all CCCC and CSOC required meetings and training including but not limited to monthly staff meetings, CCCC committee meetings, community resource events, Wraparound training, and any other ongoing training deemed necessary by CCCC.</li> <li>• Obtain Care Manager Certification through the completion of CSOC trainings within a year of hire.</li> <li>• Become proficient in the Wraparound model and process as the standard of care management delivery.</li> <li>• Obtain and maintain certification in the Strengths and Needs Assessment within 90 days of hire and renewed annually as this is a required tool for assessing a youth and family's needs.</li> <li>• Meet with newly enrolled youth and family in person within 72 hours to develop the Family Vision and Family Crisis Plan as per CSOC standards.</li> <li>• Convenes the Child Family Team and continues to develop it over time to identify formal and informal supports.</li> <li>• Through the process of the Child Family Team, identifies the family vision and develops the Individualized Service Plan that guides the process of the services that the youth and family will engage in.</li> <li>• Link families to available resources in the community including both formal and informal support.</li> <li>• Weekly engagement with family to evaluate the progress toward the family vision by discussing and assessing the relevant life domains. At least two times per month, but more often, when necessary, based on their current need, these meetings will be in person.</li> <li>• Collaborate with the members of the Child Family Team throughout the month to ensure follow through with assigned responsibilities as defined in the ISP.</li> <li>• When necessary, work directly with the youth and family to help them overcome barriers through modeling and providing direct support to navigate multi-systemic needs.</li> <li>• Attend and advocate for families during meetings at school(s), DCP&amp;P, court hearings and /or mental health appointments.</li> </ul>

- Submit completed documentation for CYBER and the Digital Data Recording System (DDRS) on a timely basis.
- Serve on call on a rotating basis so that 24/7 coverage is maintained.

**Knowledge**

- Care Manager must have familiarity with the following:
- Intellectual developmental disability
  - Substance use
  - Child behavioral health and welfare system including cultural/ethnic/gender/class issues
  - Child welfare system
  - Juvenile justice
  - Mental health diagnosis
  - Familiarity with ethical considerations and regulations related to mental health and child welfare
  - Knowledge of educational system, including special education

**Skills and Abilities**

- Use of Agency technology tools - CYBER, MS Office365, Mercer Resource net, Digital Data Recording System (DDRS), and other collaborative tools as identified by CCCC
- Excellent oral and written communication skills
- Engagement and Conflict Management resolution skills
- Active Listening skills
- Advocacy

**Qualifications: Education and Experience**

- BA/BS degree in a relevant field (e.g. social work, counseling, psychology, psychiatric nursing, criminal justice, special education)
- MS, MA, MSW degree desirable
- LSW or LAC licensure desirable
- Minimum 1-year experience working with at-risk children and their families

**Other Qualifications**

- A valid US driver's license is required.
- Pre-employment and ongoing background checks and regular motor vehicle record checks are required
- Bi-lingual skills preferred

**Work Environment**

- While performing the duties of this job, the employee is regularly required to perform some or all the major life activities including sitting, standing, walking, talking, typing, hearing, and using electronic communication devices.
- Occasional light lifting may be required

<b>Approved By:</b>	Joseph Rizziello	<b>Last Update:</b>	12/13/2024
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\*Note: Job duties described herein are not all inclusive. Job description may be changed at any time.

**ACKNOWLEDGMENT:**

I have read and acknowledge receipt of this job description and agree to have the ability to perform the responsibilities as described above. I understand this job description is intended to describe the general nature and level of work performed by persons assigned to this classification. It is not intended to be an exhaustive list of responsibilities, duties, and skills required of employees who hold this position. I further acknowledge my understanding that reasonable accommodations may be made to enable individuals with disabilities to perform

the essential functions. It is the employee's responsibility to inform his/her manager or human resources of the need for a reasonable accommodation.

Employee (Print)

Supervisor (Print)

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Employee Signature

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Supervisor Signature

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Date

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Date