



JOB DESCRIPTION: Care Manager Assistant

Job Title:	Care Manager Assistant	
Department:	Operations	
Reporting to:	Chief Operation Officer	
Department Head:	Chief Operation Officer	
Level: <u>Individual Contributor</u>	Type of position: <u>Full Time</u>	FLSA Status: <u>Exempt</u>
Position Summary		
<ul style="list-style-type: none"> ▪ Equip care managers with any research information needed including reports and surveys 		
Key Responsibilities		
<ul style="list-style-type: none"> • Lead the due diligence efforts for newly enrolled families. This involves sending welcome letters for newly enrolled families on a daily basis. Send ongoing due diligence letters throughout initial 30 days until initial visit is completed. Schedule initial visit within 72 hours of enrollment. Notifying CMs and CM Supervisors when attempts to schedule initial via phone have been unsuccessful and CMs and CM Supervisors need to get involved with making additional calls and conducting outreach visits. • Manage the Digital Data Recording System (DDRS) by electronically filing all reports provided by CM and BHH staff. • Provide coverage for collateral calls to youth/families at the request of CM Supervisors. Provide coverage for visits when needed • In order to perform the duties of this job effectively, the agency requires CMA are to carry a valid US driver's license and the ability to drive throughout the day to meet with youth and families as well as System of Care partners at various locations throughout the Tri-State Area. • Responsible for sending out all ISPs and TISPs to CFT members in a timely fashion. • Provide clerical tasks as a support to the Operations team as assigned by the Chief Operations Officer (for example, copying training manuals, preparing power points and spreadsheets, etc). • Assure initial packets for youth/families are readily available to CMs and Supervisors in both English and Spanish. • Strictly enforces confidentiality regulations and HIPAA at all times • Processes CMO service request <ul style="list-style-type: none"> ○ Review service request to verify that all the information is correct and has the appropriate signatures ○ Make sure that youth has Medicaid ○ Scan service request ○ Send email with service request attached to service provider and copy CM, CM Sup, and CRM ○ The scanned referral will go into the youth's DDRS file ○ Referral is entered into E Services <p>To perform this job successfully, an individual must be able to perform each key responsibility satisfactorily. The responsibilities listed are representative of the knowledge, skills, competencies, qualifications, experience, and/or ability required</p>		
Knowledge		

<ul style="list-style-type: none"> ▪ Wraparound philosophy, principles, and process ▪ New Jersey System of Care – processes and partners ▪ Broad understanding of our customer base (i.e. children, families, human service agencies, schools, etc.). 	
Skills	
<ul style="list-style-type: none"> ▪ Use of Agency technology tools - CYBER, MS Office365, Outlook, Mercer Resource Net, Microsoft Word and Excel applications, Web Office, (DDRS), and other collaborative tools ▪ Strong organizational and communication skills. ▪ Problem solving ▪ Time management ▪ Active listening 	
Competencies	
Engagement	Establish common agenda with stakeholders based on shared concerns; motivate and mobilize others to build momentum to get things done; invest in time and energy to form coalition; form collaboration and drive results through influence.
Change Agent	Take initiative to improve existing work conditions and processes; identify new opportunities to challenge the status quo in support of the Wraparound values and principles; become a facilitator of change; help others adapt to new business conditions.
Communication	Clearly convey information and ideas to others through a variety of media and formats, tailor the methods and language to the audience to facilitate understanding and retention of the messages; personalize the exchange of information to develop buy-in and commitment in others.
Youth and Families Focus	Make families and their needs a primary focus of actions; strive to meet or exceed family expectations; develop and sustain productive internal and external customer relationships.
Conflict Management	Manage diverse and opposing ideas to create healthy tension among different parties; leverage difference of opinions to encourage diversity and creativity; promote productive dialogue to increase mutual understanding among parties and achieve win-win for all; resolve confrontation and disagreements in a constructive manner
Professional Skills/Expertise	Stay up-to-date in own profession; apply latest knowledge and best practices to the job in order to enhance performance of the entire organization; share new learning with team members; innovate and create processes and practices that fit the culture and business needs of the organization.
Personal Qualities	
<ul style="list-style-type: none"> ▪ Flexible and adaptable ▪ Ability to multi-tasks and work independently ▪ Work well under time constraints ▪ Excellent interpersonal skills with the ability to work with co-workers, system providers and partners, families and the public ▪ Culturally competent ▪ Self-Awareness 	
Qualifications: Education and Experience	
<ul style="list-style-type: none"> ▪ Education: BA/BS degree in a relevant field (e.g. social work, counseling, psychology, psychiatric nursing, criminal justice, special education) ▪ More than one- year related field experience preferred 	
Other Qualifications (certification, licensure, etc.)	
<ul style="list-style-type: none"> ▪ Bi-lingual skills a plus ▪ Effective communications (oral and written) in English and Spanish (if bilingual) ▪ A valid US driver's license is required. ▪ Pre-employment background check and regular motor vehicle record check are required. 	

Work Environment			
<ul style="list-style-type: none"> ▪ Daily work hours may vary depending on the needs of the families served. In addition must be able to work a flexible schedule to accommodate families' needs when it comes to scheduling visits. ▪ While performing the duties of this job, the employee is regularly required to perform some or all of the major life activities including sit, stand, walk, talk, type, hear, and make phone calls. ▪ Occasional light lifting may be required 			
Approved By:	Deborah Megaro	Last Update:	7/31/2022

*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 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)

Employee Signature

Supervisor Signature

Date

Date