



JOB DESCRIPTION: Care Manager Assistant

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| 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

- Equip care managers with any research information needed including reports and surveys

Key Responsibilities

- 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

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

Knowledge

- 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

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| <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 | |