



JOB DESCRIPTION: Training Senior Care Manager (SCM)

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

Position Summary

To facilitate positive change in children with emotional and behavioral challenges along with their families, following the Wraparound process and the strength-based philosophy in partnership with stakeholders and service providers in the NJ System of Care network.

A training SCM must demonstrate:

- Leadership capacity to initiate and inspire change in pursuit of excellence,
- Ability to influence others without position/hierarchical power,
- Skills to create a positive impact on families and the community at large,

Competencies to train, coach, and model for new Care Managers (CM's) to help effectively and efficiently on-board new hires.

Key Responsibilities

The SCM coordinates and facilitates the Wraparound process of working with youth and families utilizing a strength-based team approach to ensure family's needs are addressed and met.

The responsibilities include:

- Becoming proficient in the wraparound model and process as the standard of care management delivery.
- Helping families identify needs - the SCM is certified by the NJ Division of Children's System of Care to assess and complete Strength and Needs Assessments. This tool is used to identify strengths and needs of the child and family as a guide for planning purposes.
- Creating comprehensive Individual Service Plans that identify specific needs as well as identifying strategies to address those needs. Throughout this process, the SCM maintains contact with many system partners (DCP&P, Probation, Juvenile Justice, school systems). This planning process includes ongoing assessment to determine if the interventions implemented are having positive outcomes. Completes all required documentation, plan development and target performance goals as defined by the contract and the internal QAPI plan established by the Capitol County Children's Collaborative
- Ongoing engagement with the child and family – state expectations stipulate that the SCM meets with his/her families optimally twice a month for visits. Throughout their tenure with (CCCC), the SCM offers supportive counseling as most of our families are overwhelmed by multi-systemic needs (mental health, substance abuse, alcohol/drug abuse, poverty, and a lack of community-based resources needed for long-term stability). The SCM works with the families from a strength-based perspective with the goal of helping the families achieve empowerment and self-determination.
- Community linkage – Link families to available resources in the community including housing, rental assistance, social service entitlements, domestic violence, outpatient mental health and substance abuse treatment facilities, food pantries, etc.
- Client-centered advocacy – The SCM attends meetings with families (school, DCP&P, court hearings, mental health appointments) to ensure the family's voice is heard.

- In order to perform the duties of this job effectively, the agency requires all SCM's 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.
- SCM's will submit complete documentation for Digital Data Recording System (DDRS) on a timely basis.
- Serve on call on a rotating basis so that 24/7 coverage is maintained
- Strictly enforces confidentiality regulations and HIPAA at all times

Additional responsibilities include:

- Assist the Training & Development, coaching, and role modeling for new CM's.
- Engage in strategic thinking with Chief Operations Officer for short-term and long-term program development to improve care management processes, tools, and practices.
- Plan, coordinate, and track progress and outcomes of the new care manager on-boarding
- Monitor, analyze, and report performance data of Care Management and Wraparound Fidelity.
- Facilitate a learning community among all CM's,
- Identify pockets of excellence and build best practices for the entire organization,
- Fill in for supervisor in their absence to conduct initials and run team meetings.
- Spearhead innovation and pilot new interventions as part of continuous change management.

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
- MIS - standard reporting, documentation, referral, and authorization processes
- Broad understanding of our customer base (i.e. children, families, human service agencies, schools, etc.).
- Knowledge of community resources
- Child development and psychology
- Child/adolescent behavioral health and management (including DSM-IV)
- Knowledge of educational system, including special education
- Knowledge of child welfare system
- Knowledge of Juvenile justice system
- Knowledge of child protection services

Skills

- Use of Agency technology tools - CYBER, MS Office365, Outlook, Mercer Resource Net, Power BI, DDRS, and other collaborative tools
- Strength and needs assessment
- Team facilitation
- Motivational techniques
- Ability to effect change through influence
- Conflict management
- Leadership
- Time management
- Crisis management
- Communications (oral and written)
- Advocacy
- Organization and prioritization skills
- Active listening
- Problem solving
- Responsible driving

Competencies

Strategic Thinking

Understand our business in the overall “market place” and the organization’s strategic choices; think in future-oriented terms; create long-term and short-term plans to execute the strategies and prepare for the unexpected.

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| Talent Development | Recruit, develop, and retain the right talent for the right job at the right time; develop leaders through effective coaching; build trust among team members; cultivate purpose and meaning to improve employee engagement and sustain intrinsic motivation. |
| 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. |
| Team Facilitation | Invite the right members to the team; create a safe and encouraging team environment; understand and leverage team members' strengths; establish common agenda to engage team participation; assign meaningful tasks to team members and remove barriers for team goals; keep team members informed of team progress; keep communication channels open for all. |
| 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"> • Detail-oriented • Striving for quality • Take initiative • Responsible and accountable • Non-judgmental/empathetic/compassionate • Innovative/creative • Flexible/adaptive to changing environment • Can work independently • Personable/easy to connect with people • Collaborative • Culturally competent • Assertive • Optimistic • Persevering • Self-Awareness • Creative Problem Solving • Working with others in a team process | |
| 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) • MS, MA, MSW degree desirable • LSW or LAC licensure desirable | |

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| <ul style="list-style-type: none"> • Experience: Minimum 1-year experience working with at-risk children and their families; including one year as a Care Manager in CSOC | | | |
| Other Qualifications (certification, licensure, etc.) | | | |
| <ul style="list-style-type: none"> ▪ Knowledge of community resources ▪ Strength and Needs assessment certification (CANS) ▪ NJ System of Care Association Care Manager/Wraparound Facilitator Training & Certification (TOMS) ▪ 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. ▪ The agency provides 24x7 service coverage and care managers are required to be on call on rotational basis ▪ Cannot have an active Performance Improvement plan at time of hire ▪ Care Manager certified ▪ TOMS certified ▪ Bi-lingual skills a plus | | | |
| 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. ▪ Demonstrates leadership qualities within the organization demonstrated by having influence within the organization that has impacted the quality of the delivery of care management, and supports (CCCC) role as an outstanding provider to our families and the community ▪ Exceptional or Key Contributor rating in the current annual review cycle. ▪ Occasional light lifting may be required | | | |
| Approved By: | Deborah Megaro | Last Update: | 3/1/19 |

*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)

Employee Signature

Supervisor Signature

Date

Date