



ADVOCACY LINKS, LLC commits to advocating for people who need help; connecting people to fiscally responsible resources; and respecting everyone in the process.

Our staff brings more than 250 combined years of quality, compassionate case management services to this organization. With Case Managers located throughout north central Indiana, ADVOCACY LINKS, LLC ensures availability of services in geographical proximity to the participants receiving waiver services.

Job Title:

Case Manager

Date:

January 1, 2017

Probationary Case Managers are those who have not yet completed the Case Management certification exam, required training, and/or have not demonstrated competency in the key responsibilities of the Case Manager job description. Probationary Case Managers will receive “on-the-job training” through job shadowing and other training opportunities as required by administrative staff. While all Case Managers maintain the same job responsibilities, Probationary Case Managers will be compensated at a lower rate until they have successfully completed the state’s Case Manager certification exam and have demonstrated competence in the key responsibilities of the Case Manager job description, as evidenced by training records, job performance and observations of the Regional Supervisor, Quality & Training Coordinator and/or Managing Member.

Case Managers are those who have passed orientation but have not chosen to pursue a specialty or leadership position.

Seasoned Case Managers are those who have worked as a Waiver Case Manager for at least 5 years and who continue to be in good standing (work is completed on time and work meets company’s quality standards). Seasoned Case Managers are ones who do not wish to pursue a specialty or leadership position.

Job Description/Job Purpose: Provide coordination and monitoring of services in order to enable a waiver participant to receive a variety of appropriate services in an efficient and effective manner.

Qualifications:

- 460 IAC 6-5-5 Case Management services provider qualifications stipulate that a Case Manager must have a four year degree in a human service field (Social Work, Psychology, Sociology, Counseling, Gerontology, Nursing, Special Education, Rehabilitation, or related degree if approved by DDRS/OMPP representative) and have at least one year of experience working in the field of disabilities.
- Within 6 months of employment, Case Managers must complete a course of case management orientation that is approved by the Bureau of Developmental Disability Services (BDDS), obtaining a score no lower than 95%.
- A Case Manager cannot have a history of any crimes listed in 460 IAC 6-10-5 as well as BDDS Policy #460 0221 010, which includes: sex crime, battery, neglect, exploitation of an endangered adult or of a minor, failure to report battery/neglect/exploitation of an endangered adult or of a child, theft, criminal conversion, criminal deviate conduct, murder, voluntary manslaughter, involuntary manslaughter, felony battery, and felony offense relating to alcohol or a controlled substance. A criminal history check will be completed prior to hire in addition to every 3 years during employment.
- If the Case Manager transports a waiver participant in their own motor vehicle, the vehicle must be in good working order; properly registered with the Indiana Bureau of Motor Vehicles or in the state in which the owner of the vehicle resides; and insured, as required under Indiana law.

Skills: Advocacy, Listening, Person Centered Planning, Developing Budgets, Coaching, Project Management, Management Proficiency, Process Improvement, Tracking Budget Expenses, Self-Development, Planning, Performance Management, Resource Knowledge, Quality Focus, Resolving Conflict, Customer Service, Managing Processes, Presentation Skills, Technical Understanding, Financial Planning and Strategy

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Job Location:	North Central Indiana	Reports to:	Regional Supervisor (as assigned by geographical region)
Job Role:	Case Manager	Employment Status:	Full-Time (30-50 cases)
Annual Salary Range:	\$24,750 - \$42,000. Estimated on case load size and work experience. Paid between \$60 per person / per month and \$70.00 per person / per month	Travel Required:	Yes, varies (<10 hours/week); May be required to serve case load up to 60 mile radius from CM home office.
Number of Vacancies:	varies	Manage Others:	No
Responsibilities/Duties:			
<ul style="list-style-type: none"> • Listen to waiver participants and their legal representative, if applicable, in order to advocate effectively • Network with resources organizations and team members • Research additional services to encourage waiver participants to obtain and maintain natural and community supports • Coordinate paid and unpaid services for waiver participants to meet needs within budgetary constraints • Use required technology to document case management activities as required • Ensure the rights of waiver participants are protected, completing incident reports and follow up as needed • Continuously monitor services being provided through home visits, 90 Day Reviews, etc. as required • Use Person Centered Planning to develop the Individualized Support Plan for each waiver participant • Complete assessments and determine Level of Care eligibility as required • Facilitate team meetings to plan, review, and monitor services to insure they remain appropriate and effective • Submit Cost Comparison Budgets and other documentation in a timely fashion • Process 'Intake" services for new waiver participants as assigned by administrative staff • Return phone calls and emails within 24 hours • Meet annual continuing education requirements by participating in State trainings and agency facilitated training calls monthly and as needed • Maintain professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional organizations • Contribute to team effort by accomplishing related results as needed • Keep management informed by preparing reports; making presentations; interpreting information; making recommendations • Maintain required equipment (computer, internet, phone, printer, etc.) • Complete any other work related requests as delegated by administrative staff 			
Employee Signature:		Date:	
Last Updated By:	Joy Greeney	Approved By:	Joy Greeney