



Job Description

Job Title: Case Manager
Department: Client Services
Reports to: Assistant Program Manager

Summary:

The Case Manager is responsible for ensuring the delivery of quality services through participation in the planning, implementation, evaluation and delivery of Home and Community-based Services (HCS) in accordance with Texas Health and Human Services HCS Principles and Billing Guidelines. The Case Manager provides assessment, advocacy, service planning, financial planning, service coordination and monitoring of services for eligible individuals with intellectual and developmental disabilities.

Essential Duties and Responsibilities:

- Coordinate and monitor service planning for each person served through the accurate, timely completion of assessment and planning documents including but not limited to:
 - Intellectual Disabilities/Related Conditions Assessment (ID/RC)
 - Inventory for Client and Agency Planning (ICAP) Assessment
 - Individual Plan of Care (IPC), including development and revision as needed
 - Implementation Plan (IP)
 - Periodic documentation of IP monitoring
 - Restraint Health Risk Assessment
 - Money Management Assessment
 - Onsite Inspection/Environmental Checklist
 - Individual Emergency Evacuation Plan
 - Financial/Room & Board Agreement
- Oversee delivery of all applicable program services in adherence with regulatory principles and state and federal laws.
- Conduct routine home inspections to report any concerns including those related to health and safety as well as compliance with HCS rules.
- Provide oversight of ongoing training and skills development for Direct Care Staff (DCS) and consumer safety issues.
- Attend and lead meetings and training sessions as required by Acorn Healthcare Services, including those related to individual IPs, BSPs, Individual-Specific Needs, and RN Delegation.
- Identify Abuse/Neglect/Exploitation and follow proper procedures for reporting.
- Maintain ongoing communication with local, state and federal entities, including but not limited to representatives of the Local Intellectual and Developmental Disability Authority (LIDDA) and HHSC.
- Maintain ongoing communication with people served, guardians, Legally Authorized Representatives, family members, Host Home Providers, and a wide variety of professionals in the community.
- Respond to emergency situations involving people on assigned caseload, including participation in an after-hours on-call rotation as assigned.
- Act as a representative for Acorn Healthcare Services in a professional manner to families, service coordinators, State officials, community partners, local businesses, and employers.
- Maintain confidentiality.
- Treat all individuals, coworkers, and subordinates and with dignity, respect, and fairness.
- Provide support to other team members when individuals are experiencing behavioral issues.
- Provide accurate and timely documentation of all program data, including but not limited to: individual plan data, behavior support plan data, service delivery logs, health data (seizure



charts, bowel movements, intake/elimination, vital signs, etc.), individual funds requests, mileage logs, maintenance request forms, and supply acquisition forms.

- Follow safety protocols to foster a safe working environment; and
- All other duties as assigned.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Excellent verbal and interpersonal communication skills; ability to communicate clearly with clients and staff members.
- Ability to work in a demanding environment and handle multiple tasks efficiently and effectively.
- Ability to understand and follow directions from supervisor and the ability to gain comprehensive knowledge of regulations and laws.
- Ability to safely and accurately assess and care for people with medical and mental disabilities and to recognize and report any noted concerns.
- Ability to adjust to changing priorities and the various details of the job.
- Self-directed with strong organizational and time management skills.
- Must have reliable transportation.
- Must have a basic understanding of developmental disabilities, the HCS program and behavior management principles.
- Must be organized and attentive to detail.
- Must be independent and able to manage crises, develop action plans.
- Must be excellent with follow up and deadline achievement.
- Must be compliance and mission driven.
- Must demonstrate the ability to professionally represent Acorn Healthcare Services at all times.

Education/Experience:

Bachelor's or advanced degree from an accredited college or university with a major in social, behavioral, or human service field including but not limited to, psychology, social work, nursing, counseling, human development, education, and criminal justice. Must have a valid Texas Driver License with a good driving record. Experience may be substituted for education.

Preferred: Knowledge of community resources; of case management principles, objectives, standards, and methods; and of program policies and procedures. Ability to assess client needs, to coordinate client services, to communicate effectively, and to train others.

Working Conditions and Environment

- Works within a standard office environment, with some travel required.
- Extensive computer work with long periods of sitting.
- Ability to work hours as needed. This includes nights, weekends and evenings. Schedule may change with very little notice.
- Required to participate in on-call rotation as needed/assigned.

Employee Signature

Date

Administrator/Program Director Signature

Date