

CARE MANAGER

POSITION: Care Manager

JOB DESCRIPTION: A Care Manager is responsible for assisting individuals with mental illness, chronic medical conditions or substance abuse issues who reside within the community and are in need of Care Coordination. The role of the Care Manager is to maintain and enhance the functioning level of this population to establish healthy, constructive living patterns. As such, the Care Manager is expected to work with independence to address the needs of individuals by providing care coordination of services, advocacy, monitoring, linking, and support services. As a member of a community based treatment team, the Care Manager assists individuals in establishing goals through the development of an individualized Care Plan.

SPECIFIC RESPONSIBILITIES INCLUDE:

- Punctual and regular attendance is an essential responsibility of each employee. Employees are expected to report to work as scheduled, on time and prepared to start working
- Serves as a coordinator, advocate, facilitator, monitor, supporter and primary resource and referral agent for assigned clients.
- Provides Care Coordination for clients within their system of services whether it be mental, medical or substance abuse.
- Works directly with clients, both Adults and Children in Oneida and Herkimer Counties, to assist with identifying individual goals. Meets with all clients, in-person, a minimum of one time per month at their home or within the community.
- Conducts client assessments and develops/maintains an individualized care plan.
- Encourages clients to participate in appropriate programming services and provides assistance as needed.
- Assists clients with the maintenance or attainment of benefits/entitlements as appropriate
- Assists clients in recognizing how services may alleviate problems and help them achieve their objectives.
- Assists clients in exercising better judgment skills through supportive monitoring.
- Supports and encourages clients as they attempt to adjust to new services.
- Links clients by arranging appointments with service providers and facilitating the receipt of such services.

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- Reports clients' crisis situations and utilizes Crisis Services when set-backs indicate the need for assessment and/or stabilization.
- Adheres to the guidelines and procedures as established by regulatory bodies including CNY Health Homes, Office of Mental Health (OMH), Department of Health (DOH) and Medicaid.
- Completes professional and timely documentation for all appointments/contact with clients/collateral contacts per program guidelines.
- Completes all compliance/required training(s) in outlined timeframes. Attends weekly/monthly staff meetings.
- Maintains self in professional manner at all times, adhering to The Neighborhood Center, Inc. policy, procedures and in keeping with the Agency's mission statement.
- Performs other duties as requested by supervisory staff or agency administrators.

REQUIRED QUALIFICATIONS:

- Knowledge and experience with the mental and medical health delivery system and community resources.
- Demonstrated organizational, assessment and communication skills commensurate with this position.
- Demonstrated ability to secure cooperation of and work effectively with individuals and agencies in the community.
- Demonstrated ability to complete professional, comprehensive documentation meeting agency/program standards.
- A Bachelor's Degree in Social Work, Nursing, Psychology or a closely related Human Service field. When designated as a Care Manager assigned a caseload working with children and/or high risk adults; two (2) years of relevant experience serving children/adults with chronic conditions and/or behavioral health needs required.
- Valid New York State Driver's License and reliable transportation.

I have been provided with, read and understand the job description provided to me. I further understand that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required but serves as a general overview of the position.

Employee Acknowledgment Signature

Date

Agency Representative Signature

Date

5/2014
Rev. 7/2017
Rev. 5/2019
Rev. 1/2024
Rev. 7/2024