



TLB Supports, Inc.

**P. O. Box 801852
Valencia, CA 91354**

Clinical Case Manager (CM)

Master's Level / BCBA (or Candidate) — Case Oversight & Clinical Coordination

Reports To: Clinical Director

Job Summary

TLB Supports, Inc. is committed to providing high-quality, affirming Applied Behavior Analysis (ABA) services to individuals with autism and related developmental differences. The Clinical Case Manager (CM) is a master's-level clinician (or BCBA candidate) responsible for conducting assessments, developing treatment plans and behavior intervention plans (BIPs), and overseeing case execution to ensure high-quality, data-driven service delivery.

The CM leads case coordination for assigned clients, ensuring that Registered Behavior Technicians® (RBTs®) and Behavior Technicians (BTs) implement interventions accurately and consistently. CMs also facilitate caregiver training, conduct data reviews, and collaborate across disciplines to align services with each client's needs.

BCBA candidates in this role receive ongoing supervision from a qualified BCBA in accordance with BACB® supervision requirements.

Essential Functions

- Conduct Functional Behavior Assessments (FBAs) and administer standardized tools (e.g., VB-MAPP, ABLLS-R, Vineland-3, preference assessments).
- Develop individualized treatment plans and BIPs that are objective, measurable, and socially valid.
- Ensure treatment fidelity by reviewing session data, observing implementation, and providing in-the-moment feedback.
- Adjust programming and targets based on data trends, client progress, and caregiver feedback.
- Lead caregiver training sessions, providing coaching on intervention strategies, behavior supports, and generalization techniques.
- Attend IEP meetings, interdisciplinary case conferences, and funding reviews as the ABA representative.
- Audit clinical documentation (e.g., SOAP notes, data logs) to ensure compliance with payer, BACB®, and organizational standards.
- Prepare and submit reauthorization requests, progress reports, and treatment plan updates on schedule.
- Provide onboarding and case-specific training to new staff assigned to the client's team.
- Collaborate with the Clinical Director to identify systemic improvements in service delivery.

Standards and Expectations

At TLB Supports, Clinical Case Managers are expected to embody the ARISE values—Accountability, Respect, Integrity, Scholarship, and Ethical Empowerment—in every aspect of their work.

Accountability

Own the clinical integrity of assigned cases by maintaining timely documentation, meeting performance metrics, and ensuring interventions are implemented as designed.

Respect

Engage clients, caregivers, and colleagues with cultural humility and empathy. Facilitate a collaborative environment where input is valued and respected.

Integrity

Ground all decisions in data and evidence-based practices, while maintaining confidentiality and honoring the dignity of each client and family.

Scholarship

Stay informed about current research, clinical best practices, and industry standards. Apply this knowledge to improve programming, mentor staff, and enhance outcomes.

Ethical Empowerment

Lead by example in ethical decision-making. Create a team culture where upholding client rights and doing what is clinically right is the norm.

Responsibilities

Daily

- Conduct or review assessments for new and existing clients.
- Develop, update, and approve treatment plans and BIPs.
- Provide in-the-moment coaching during RBT/BT sessions to maintain fidelity.
- Deliver caregiver coaching in the home, clinic, school, or community settings.
- Document observations, updates, and any necessary program changes in the client record.

Weekly

- Review client data to monitor trends and progress toward goals.
- Meet with RBTs, BTs, and CSs to address challenges and ensure alignment on intervention strategies.
- Facilitate group or individual trainings for staff on clinical skills or case-specific protocols.
- Prepare documentation for upcoming insurance authorizations and progress reports.

Monthly

- Conduct comprehensive case reviews with the Clinical Director to ensure progress is in line with projected outcomes.
- Submit reauthorization requests and progress updates to funders.
- Audit documentation for accuracy, completeness, and compliance.
- Update long-term client goals based on assessment results and team input.

Qualifications & Requirements

- Master's Degree in ABA, Psychology, Education, or related field.
- BCBA certification preferred; BCBA-candidate status with active supervision accepted.
- Minimum 2 years ABA clinical experience, including assessment and treatment planning.
- Proficiency with data analysis, electronic documentation (e.g., Passage Health), and clinical decision-making.
- Strong collaboration skills for working with caregivers, interdisciplinary teams, and staff.
- Must complete California Mandated Reporter training during onboarding.
- Must pass DOJ/FBI background check and TB test.
- Reliable transportation for travel between service sites; mileage reimbursement provided.

Physical Requirements*

- Ability to sit, stand, and move throughout home, clinic, and school environments.
- Visual and auditory acuity to observe and assess intervention fidelity.
- Ability to respond quickly to behavioral escalations or safety concerns.

*Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Work Location & Schedule

Community, clinic, home, and school settings with travel between sites.

Employment Type

Full-time; Exempt

Equal Employment Opportunity Statement

TLB Supports is an equal opportunity employer. We are committed to building a team that reflects the diverse communities we serve. All qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, ancestry, age, sex, sexual orientation, gender identity or expression, marital status, disability, medical condition, genetic information, military or veteran status, or any other characteristic protected under applicable federal, state, or local law.