

## **Case Manager Job Description**

- Maintain caseloads and productivity by ensuring regular contact with clients in community and office.
- Monitor and assess progress per agency policy, regulatory requirements and best practices.
- Meet with clients individually or in a group to assess needs; collaborate with clients, families and other case managers and clinicians.
- May provide, but is not limited to: crisis intervention, advocacy, assistance, financial assistance, ADL assistance, referral and linkage to community resources. May visit, monitor and transport clients.
- Prepare clinical reports and individualized service plans, utilizing agency electronic clinical documentation software.
- Assure documentation is in compliance with contract, regulatory and agency requirements and best clinical practices.
- Ensure client records are up to date
- Conduct Family Outreach
- Participate in Loved Ones Group
- Maintain contact with probation departments in terms of client progress
- Efficiently operates personal computer to enter, edit and/ or retrieve data and to produce reports and documentation.
- Effectively work as a team member including participating in all required trainings, ensure the safety of others

### **EDUCATION REQUIREMENTS:**

- Bachelor's Degree or better in human service or criminal justice field is preferred.
- Required to earn, at minimum, the CDCA licensure

### **MINIMUM QUALIFICATIONS:**

The applicant must show proof of holding and must continue to maintain valid permits, licenses and certifications as may be required for this, or demonstrably similar, position as recognized by the Ohio Department of Administrative Services.

The applicant must have a valid Driver's License. Applicant must have the ability to deal with and solve problems involving several variables in somewhat unfamiliar settings and topics.

All the above duties and responsibilities are essential job functions subject to reasonable accommodation. All job requirements listed indicate the minimum level of knowledge, skills, and/or ability as deemed necessary to perform the job proficiently.

This job description is not to be construed as an exhaustive statement list of duties, responsibilities, or requirements. Employees may be required to perform any other job-related tasks as required by their supervisor, subject to reasonable accommodation.

*The PHOENIX Center is an Equal Opportunity Employer; applicants will receive consideration for employment without regard to race, religion, color, sex, sexual orientation, and national origin, disability, age or Vietnam-era status.*