Job Description: MD PROMISE Specialist – Case Management

Nature of Work
This is a direct service position offered by Way Station, Inc. through its MD PROMISE Program. The primary role of the Case Management Specialist is to provide assistance to youth on SSI in transitioning from secondary education to career paths including post-secondary education and competitive employment in traditional community settings with the goal of decreasing family dependence on federal entitlements. Case Management specialists conduct all phases of case management services including engagement, assessment, plan development, linkage with necessary services and follow along supports. This is a salaried position. The Case Management Specialist is expected, through training and experience, to exercise independent judgment with supervision of the MD PROMISE Area Supervisor.

Position Requirements: Knowledge, Abilities, and Skills
- Ability to work autonomously with demonstrated creativity, initiative and commitment.
- Ability to work with external agencies, such as community social services and schools.
- Knowledge of psychosocial rehabilitation concepts and the role of work in rehabilitation.
- Willingness to examine one’s own behavior, feelings, and attitudes to facilitate a productive relationship with members, staff, business people, providers, administrators, and officials from other organizational and government agencies.
- Knowledge of current theories of contributing factors in and effects of emotional/mental illness, developmental disabilities, and other disabling conditions.
- Knowledge of current effective approaches being used to assist persons with emotional/mental illness, developmental disabilities, and other disabling conditions and skills in facilitating community integration.
- Ability to establish and maintain empowering, trust relationships with MD PROMISE clients and their families.
- Ability to communicate MD PROMISEs mission to the community through daily interactions with neighbors, business people, etc.
- Ability to conduct group meetings with clients, school personnel, social service staff, employers and significant others to facilitate problem solving.
- Ability to communicate effectively orally and in writing.
- Ability to perform individual assessment, planning and implementation in both structured and unstructured settings.
- Ability to work as part of an interdisciplinary team.
- Skill in time management and organization of job activities.
• Skills in word processing and ability to learn computer skills.

**Position Requirements: Education and Experience**

• Bachelor’s degree in related field preferred but an Associates Degree in a related field with at least two years of experience in an employment program is also acceptable.

• Two years positively referenced relevant work experience.

• Valid driver’s license and safe driving record.

• Possession or use of a four passenger car to be used to transport MD PROMISE clients and a copy of a valid certificate of automobile insurance.

**Conditions of Employment**

Employee must be able to perform the duties of the job description as verified by a physician’s statement and the employee’s health statement.

**Duties**

**Assertive Engagement and Outreach**

• Meet with clients within one week of referral to the MD PROMISE Program.

• Make outreach attempts as part of initial engagement, and at least monthly when client contact ceases.

• Demonstrate tolerance of different levels of readiness by using encouragement when a client appears unsure of participating.

**Assessment, Plan Development and Linkage**

• In tandem with the client and their family, complete the youth and family assessment.

• Within the first month, complete the Youth and Family Development Plan, identifying formal and informal or “natural” services and supports to achieve family goals.

• Link youth and family with an array of service options designed to achieve their self-identified educational and employment goals and engaging community resources both formal and informal based on family needs.

• Provide individualized, time-unlimited follow-along supports to clients including crisis intervention, mentoring/coaching, counseling and support groups to help maintain engagement.

**Integration with Educational Programs, Treatment and Other Support Services**

• Communicate regularly with teachers, family members, treatment providers and other support services as appropriate for the individual MD PROMISE client.

• Attend team meetings regularly for clients on caseload.
• Promote program interventions in meetings, IEP development and other activities even when other team members may not identify work as an option.

• Share success regularly with members of the team.

• Provide education and consultation to the team members by sharing knowledge of the client in relationship to work.

Other Duties
• Maintain current, accurate and complete documentation related to delivery of MD PROMISE Services.

• Initiate communication with supervisor regarding concerns, ideas, input, suggestions or problems.

• Assist in planning and implementing employment recognition activities.

• Perform other duties as assigned by the MD PROMISE Area Supervisor.

**Required Trainings and Documentation:** Infection Control; HIPAA; Medicaid Fraud; Med Monitoring & Health Promotion; Medicaid Billing (Service Tickets); Current Driver’s License; Current Auto Insurance; Annual Driving Record Check; CPR; First Aid; DDA Trainings; NEO. Refer to Essential Learning Profile.

**CARF REQUIRED TRAININGS FOR ALL STAFF (ON-GOING):** Rights of the persons served; Person-and family centered services; Prevention of workplace violence; Confidentiality requirements; Cultural Competency; Expectations regarding professional conduct.

**PHI Level:** 2

**Privileges Granted:**
Dev 11/09/2013