



## **CASE MANAGER**

**POSITION OBJECTIVE/SUMMARY:** Continuous quality improvement of client care outcomes and the systems of delivering care.

### **MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION:**

- A Bachelor's or Master's Degree in Social Work, Psychology or Human Services.
- A minimum of two years experience working in Human Services as Case Manager, Social Services Case Worker, Educational Psychologist or related field in a psychiatric environment working with clients who are persistently and severely mentally ill, preferred.
- Physically well, emotionally stable, and good communications skills, both verbal and written.
- Ability to work with a multidisciplinary treatment team essential.

### **GENERAL STATEMENT OF FUNCTIONS:**

- Knowledge of the special needs and behavioral characteristics of the mentally dysfunctional client population served by the Agency.
- Knowledge of the community resources.
- Knowledge of the rules and regulations governing human services provider agencies in the service area.
- Knowledge of the legal and ethical issues relative to confidentiality of client information and the ability to interpret and apply them within the scope of the assignment.
- Knowledge of case work principles and methods related to coordinated services in Mental health.
- Working knowledge and skills using interviewing techniques and principles.
- Demonstrate good interpersonal skills, teamwork, and group dynamics.
- Ability and willingness to document activities and maintain records.
- Ability to formulate psychosocial assessment and community functioning of the client and of families.
- Ability to monitor adherence to a client driven coordination plan and to manage the flow of information necessary to carry out the objectives and goals for coordinated services.
- Ability to serve as liaison between Kedren and designated agencies within the community. In this capacity able to represent Kedren's goals, policies and procedures to all relevant professionals, programs and resources involved in designated assignments.
- Able to serve as advocate and to intercede on behalf of an individual or family to assure equity, and to influence human support systems to respond to individual case needs.
- Able to communicate positively and in a professional manner with clients and community resource representatives that is reflective of the image required by the Agency.
- Demonstrate the ability to identify problems that impact on the quality of services, to report them to appropriate agency personnel in a timely manner and to assist in finding solutions for improvement.
- Observes confidentially in client matters.
- Participates in the fundraising activities of Kedren.
- Practices loyalty and commitment to the philosophy, goals and objectives of Kedren.
- Assist in other duties and special projects as needed.

Required education:

- Bachelor's

Required experience:

- • A minimum of two years experience working in Human Services as Case Manager, Social Services Case: 2 years