



The Arc Mid-South
3485 Poplar Ave, Suite 215
Memphis, TN 38111-4633

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www.thearcmidsouth.org

Case Manager

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SUMMARY

Manages assigned caseloads to ensure service recipient needs are being met, according to DIDD approved services. Attends mandatory Personal Assistant meetings to properly manage caseloads and give updated status of caseloads. Train staff in duties, schedules, policy of the agency.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties within the agency as deemed.

1. Process case loads up to 35 cases which will include being an ISC Liaison, Family Liaison, conducting monthly home visits, assist new referrals requesting services, attend ISP meetings and COS meetings as requested by the ISC and family.
2. Ensures reporting of incidents for assigned caseloads which will involve consumers receiving services in Family Support Services to the appropriate authorities including but not limited to TN DIDS investigation hotline.
3. Be available for On Call Agency cell phones and after hour's emergency number.
4. Request mandated DIDD documents for caseload. Assist with monthly review notes on caseloads including current services being provided, addressing progress/regression of goals and outcomes addressed in ISP and medical information. Maintain annual calendars and assignment agreements signed by PA and parent/guardians of approved hours worked.
5. Maintain all necessary files in Medicaid Waiver binders mandated by the DIDD.
6. Provide additional staff for summer hours and holiday hours for SR as approved.
7. Processing cost plans to ensure the number of hours match requested PA schedule
8. Perform annual DSP staff evaluation
9. Validate DSP's working hours on timesheet to assure hours are correct with staff notes documentation.
10. Assure all DSP's receive training through agency trainer and College of Direct Support and specific needs.
11. Maintain Quality Assurance for all scheduled cases

Others Duties as follows:

- Complete Provider documentation form, create Seizure plans and Specific needs for all SR
- Submit risk assessment/medical information provider supporting documentation to ISC 60-90 days prior to ISP.
- Revise staff notes annually to ISP year and or as needed



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- Complete and submit monthly calendar for Direct Support schedules
- Keep all assignment agreements and signed service hour calendars of PA's
- Document all schedule DSP changes, all ongoing communication with family/ISC/COS
- Ensure all DSP staff are accurately trained on: all required therapies, how to document staff notes, timesheets, leave request, performance of mock fire drills
- Print and file email correspondence
- Case Managers are designated train the trainer for behavior and therapy plans
- If DSP is unavailable to work the assignment, Case Managers **MUST** provide coverage for that shift.

SUPERVISORY RESPONSIBILITIES

Include responsibility for case managing of Direct Support Professionals. Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include interviewing and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Bachelor's degree (B.A.) in Social Sciences, or the specific technical area, from a four-year college or university, and/or high school diploma or equivalent and four or more years related experience and/or training.

CERTIFICATES, LICENSES, REGISTRATIONS

Maintains a valid Drivers License and other required training for DIDD.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear.

The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.