

Case Manager

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SUMMARY

Manage assigned caseloads to ensure person supported needs are met according to DDA-approved standards. Oversee billing, policy compliance, and mandatory Personal Assistant meetings to effectively manage caseloads, provide updates, and train staff on agency duties, schedules, and policies.

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

- Manage caseloads of up to 35 individuals, serving as ISC Liaison and Family Liaison, conducting monthly home visits, assisting with new referrals requesting services, and attending ISP and COS meetings as requested by the ISC and family.
- Ensure timely reporting of incidents for assigned caseloads, including individuals receiving Family Support Services, to the appropriate authorities, including but not limited to the TN DDA Investigation Hotline.
- Oversee billing processes, cost plans, and service hour approvals to ensure compliance with DDA standards and alignment with requested Personal Assistant schedules.
- Maintain policy compliance by ensuring all staff follow agency procedures, documentation standards, training requirements, and service guidelines.
- Remain available for on-call duties using the agency cell phone and after-hours emergency line.
- Request all mandated DDA documents for caseloads and assist with monthly review notes, including current services provided, progress or regression toward goals and outcomes outlined in the ISP, and relevant medical information for persons supported.
- Maintain annual calendars, assignment agreements, and signed service hour calendars for Personal Assistants and parents/guardians for approved work hours.
- Maintain all required files in Medicaid waiver binders as mandated by the DDA.
- Complete and submit monthly calendars for Direct Support schedules.
- Provide additional staffing support for summer and holiday hours for persons supported as approved.
- Conduct annual DSP staff evaluations and maintain Quality Assurance standards for all scheduled cases.
- Review and validate DSP timesheets to ensure working hours match staff notes and documentation.
- Document all DSP schedule changes and maintain ongoing communication with families, ISC, and COS.
- Ensure all DSP staff receive required training through agency trainers, Relias, and training specific to therapies, documentation, timesheets, leave requests, fire drills, behavior support, and therapy plans.
- Complete provider documentation forms, including seizure plans and specific needs documentation for all persons supported.
- Submit risk assessments and medical/provider supporting documentation to ISC 60–90 days prior to ISP meetings.
- Review and revise staff notes annually by ISP year-end or as needed.
- Print and file all email correspondence.
- If a DSP is unavailable for an assignment, the Case Manager must ensure shift coverage is provided.

Others Duties:

- Keep all assignment agreements and signed service hour calendars of Personal Assistants (PAs).
- Train staff responsible for behavior support and therapy plans.
- Ensure proper documentation and compliance for all assigned cases.



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SUPERVISORY RESPONSIBILITIES

Responsible for supervising Direct Support Professionals (DSPs) in accordance with organizational policies and applicable laws. Duties include interviewing, training, planning and assigning work, evaluating performance, addressing complaints, resolving problems, and supporting disciplinary and performance management processes.

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.