

# CATHOLIC CHARITIES CARE COORDINATION SERVICES

## JOB DESCRIPTION

**TITLE:** LEAD Case Manager - Albany

**REPORTS TO:** Executive Director

**POSITION STATUS:** Full time/Hourly Non-Exempt

**OFFICE LOCATION:** 100 Slingerland Street, Albany

### **GENERAL SCOPE OF RESPONSIBILITIES:**

Under the supervision of the Executive Director, this position provides case management services to individuals referred by the Albany Police Department, hereafter referred to as “participants.” In addition, this position will serve as a liaison to the larger coalition of LEAD partners.

### **MISSION STATEMENT:**

The mission of Catholic Charities Care Coordination Services is to recognize and respond to the needs of those individuals and communities affected by chronic conditions in the Catholic Diocese of Albany. We do this in the spirit of compassion, advocacy and collaboration while preserving the dignity, respect and sanctity of human life.

By enhancing individual and family capabilities, we strengthen our communities and promote positive change regardless of orientation, lifestyle or belief.

### **DUTIES AND RESPONSIBILITIES:**

1. Engagement and Outreach
  - Accept participant referrals from the Albany Police Department and other LEAD partners as appropriate
  - Make initial contact with eligible participants at the point of diversion or social contact referral
  - Obtain written consent to participate in the LEAD Case Management program
  - Communicate effectively with outreach staff, Albany Police Department staff, and LEAD partners as needed regarding engaging participants
  - Provide information whenever requested and appropriate to the LEAD Project Director
2. Intake, Assessment and Care Plan Development
  - Use provided written and electronic tools to fully assess participants’ medical, mental health, substance abuse, legal, and psychosocial needs
  - Gather input from all participants’ providers to complete a comprehensive assessment
  - Develop a care plan through case conferencing/consultation with LEAD partners and all appropriate providers to guide all service delivery and achievement of desired outcomes

- Monitor care plan through regular communication with Albany Police Department and case conferencing with other providers
  - Use outcome and activity goals provided by funding source to drive care plan development
3. Care Plan Implementation
- Deliver outcome and activity services in accordance with the care plan
  - According to program guidelines, consult with or case conference with participant's providers on progress of care plan services
  - Document updates to care plan and assessment, including barriers and services access
4. Care Coordination
- Lead all care management activities to ensure optimal functioning of participants
  - Advocate with appropriate agencies for services and assist participants in the scheduling and coordination of services
  - Conduct field and home visits as appropriate, and monitor participant health status, access to services and quality of received services
  - Provide accompaniment to appointments as appropriate to ensure adherence and quality of services.
  - Regularly update the participant's progress in the care plan and required assessment/reassessment forms
  - Observe and enforce Confidentiality Laws governed by the Consent form.
  - Incorporate the Transtheoretical Model of Behavior Change and Motivational Interviewing into all aspects of service delivery
  - Provide services in keeping with agency mission and LEAD principles
  - Work collaboratively with the Executive Director to manage case load and/or address client crises
5. Program Outreach and Agency Representation
- Maintain professional relationships with the Albany Police Department, LEAD partners, service providers and referral sources
  - Maintain effective communication with inter-disciplinary team serving mutual members
  - Attend monthly LEAD Operations and other scheduled meetings
  - Represent the agency in keeping with agency mission and standards of professionalism, code of conduct and ethics.
  - Assist Care Coordinators with scheduling and attending monthly case conferences with service providers
6. Staff Development
- Register for and attend community trainings/workshops to assist with professional development
  - Participate in regular supervision meetings with supervisor, being prepared to brief on current program, community and client specific issues and professional development.

- Utilize supervision to discuss collective challenges of team members, and assist supervisor with formulating and implementing a plan to resolve barriers.
- Attend agency staff meetings.

#### 7. Recordkeeping

- Maintain case records and documentation to meet funding source, LEAD, Albany Police Department, and agency standards
- Submit required documentation consistently by expected deadlines.
- Assist with compiling and reporting data for monthly and quarterly reports to funding source and LEAD evaluation team.

#### 8. Facility Operations

- Maintain office in a neat, professional manner.
- Communicate to supervisor of any site specific needs for repair or equipment.

#### 9. Other

- Perform other duties as assigned by agency Administrative staff.

### **QUALIFICATIONS:**

#### 1. Qualifications

- BA in health, education or human services OR RN AND one year of CM or case work with persons with: HIV/AIDS or other chronic conditions, a history of mental illness, homelessness, chemical dependence, and/or other populations of persons in need. OR
- AS in health, education or human services OR LPN or Certification as a CASAC AND two years of CM or case work with persons with: HIV/AIDS or other chronic conditions, a history of mental illness, homelessness, chemical dependence, and/or other populations of persons in need. OR
- 60 credit hours of college study from a regionally accredited college or university or one recognized by the NYSED as following acceptable educational practices AND two years of CM or case work with persons with HIV/AIDS, a history of mental illness, homelessness, chemical dependence, and/or other populations of persons in need OR
- Education requirements may be waived by the agency if candidate demonstrates more significant experience (five or more years) in case management, care coordination or case management along with significant continuing education/training hours during previous employment (minimum of 35 hours a year). Plan for continued formal education is preferred, to work towards degree as stated above.

#### 2. Experience and Required Skills:

- Computer literacy and demonstrated ability to work within a Windows electronic health record format including competency in using laptops
- Familiarity with and sensitivity to specialized needs of people with chronic illnesses, HIV/AIDS, of people with substance abuse and mental health issues, of people of color and of GLBT individuals
- Ability to work with people of diverse backgrounds

- Knowledge of substance use/abuse, mental health, chronic illnesses and ability to research and seek out resources to provide clients with appropriate information
- Familiarity with the cycle of poverty and working with individuals and families experiencing poverty
- Familiarity with and ability to access community resources and services.
- Attention to detail
- Ability to provide strengths-based, client-centered, proactive care coordination in accordance with a harm reduction philosophy
- Ability to manage stress appropriately, make decisions under pressure, handle multiple priorities, work alone and manage anger/fear/hostility/violence of others appropriately
- Ability to interact well with people and provide an atmosphere of trust, mutual respect and caring
- Strong communication skills – written and oral – and ability to work with inter-disciplinary teams in service delivery

3. Other Requirements:

- Must have a personal cell phone, valid driver’s license, proof of current car insurance and registration and access to a reliable, working vehicle

**COMPENSATION:** Compensation is determined by current agency policy, pending approval by the Executive Director. This position is classified as non-exempt and hourly and is eligible for overtime if approved in advance and is necessary to fulfill agency requirements.

**APPROVAL:** This job description was approved for use effective: January 20th, 2016

Signed by: \_\_\_\_\_  
Executive Director \_\_\_\_\_  
Date

**ACCEPTANCE:** By my signature, I acknowledge that I have received a copy of my job description and have read, understand and accept the duties and responsibilities required by same.

Signed by: \_\_\_\_\_  
Signature of Employee \_\_\_\_\_  
Date

Witnessed by: \_\_\_\_\_  
Supervisor \_\_\_\_\_  
Date