SERIES PURPOSE:
The purpose of the case management specialist occupation is to assist persons who are mentally retarded & developmentally disabled to obtain appropriate placement in programs & facilities that will develop & enhance their abilities to function within society.

CLASS TITLE: Case Management Specialist
CLASS NUMBER: 69431

EFFECTIVE DATE:
05/06/1990

CLASS CONCEPT:
The full performance level class works under direction & requires considerable knowledge of mental health & mental retardation, rehabilitation & social work theories & principles, interventions & treatments, evaluation techniques & resident rights in order to provide assistance to persons who are mentally retarded & developmentally disabled to obtain appropriate services & programs.
Case Management Specialist

Arranges for & assists persons who are mentally retarded & developmentally disabled to obtain appropriate services & programs (e.g., vocational, educational, financial, medical, psychological) & monitors services within group homes, developmental facilities & other agencies to ensure proper laws, rules & guidelines are followed, interviews residents & recommends resident appropriateness for placement in community residential homes & assesses staff programs & overall operation of residential facilities & group homes.

Attends pre-admission & team meetings, advocates for appropriate services for resident & family, discusses diagnosis, treatment & educational programs with residents, relatives, parents &/or guardians, prepares residents & families for adjustment to admission or community placement, assists admitted residents through admissions processing (e.g., physical examination, diagnostic testing, living unit orientation), encourages family involvement, reviews social services assessments to ensure resident's needs are being met, resolves resident's complaints & problems.

Prepares, writes & completes forms, reports, correspondence, case summaries, home reports, maintains & updates resident files & records, assures timely completion of comprehensive resident evaluations, attends habilitation & staff meetings for purposes of resident advocacy, maintains contact with other governmental agencies, provides information to resident, family, legal counsel & courts, serves as member of committees, attends workshops & seminars, performs in-service training for staff, consults with co-workers concerning resident related problems.

Knowledge of mental health & mental retardation technology, rehabilitation, or social work; psychology; sociology; interviewing; public relations; state & federal laws, rules & guidelines pertaining to resident rights*; calculation of fractions, decimals & percentages. Ability to define problems, collect data, establish facts & draw valid conclusions; interpret variety of technical material in books, journals & manuals; handle sensitive contacts & resolve complaints from residents, families & guardians; prepare meaningful, concise & accurate reports; use research methods in gathering data.

(*)Developed after employment.

Completion of undergraduate core program in rehabilitation, social work or mental health & mental retardation technology; 12 mos. exp. working with persons who are mentally retarded, developmentally disabled or mentally ill.

-Or alternative, equivalent evidence of the Major Worker Characteristics noted above.

May be exposed to potentially violent residents; may be exposed to unusual odors, noises or contagious diseases; may require travel.