

**SWIFT COUNTY HUMAN SERVICES
Management and Personnel**

Position Description

Name:

Position Title: **Adult Services Case Manager/CCBI Case Manager**

Classification: Social Worker

Date Developed: September, 2020

Date Reviewed:

Employee Signature: _____

Supervisor Signature: _____

A. POSITION PURPOSE

To insure that those individuals who are vulnerable, disabled, or aging are afforded opportunities to utilize appropriate social services.

B. REPORT ABILITY

I will report directly to the Adult Services Supervisor. My next authority step is the Director.

C. PRINCIPAL RESPONSIBILITIES AND TASKS

1. Long Term Support and Services – Adult Services Programs

35% To provide LTSS assessments for individuals seeking home and community-based services or admission to a facility such as nursing home and provide case management/care coordination services for these individuals.

- a. Conduct LTSS Assessments
- b. Arrange for services including EW, ESC and AC waiver services
- c. Participate in MnChoices and Waiver Team meetings
- d. Develop care plans and ensure clients' needs are being met
- e. Provide Case Management services
- f. Provide Care Coordinator for contracted MCO's in MSC+ and MSHO programs in community programs
- g. Provide Care Coordination for contracted MCO's in MSC+ and MSHO program in nursing home facilities
- h. Complete Residential Services Tool and CSSP in MnChoices Support Plan
- i. MMIS data entry activities
- j. Participate in Adult Protection Team

2. Long Term Supports and Services – CCBI Waiver Programs

- 35%
- a. Complete CSSPs and rate sheets in the MnChoices Support Plan
 - b. Arrange for CADI, BI, or CAC Waiver services
 - c. Participate in Mnchoices and Waiver Team meetings
 - d. Develop Care Plans and ensure clients' needs are being met
 - e. Provide Case Management Services
 - f. Monitor waiver budgets through WMS
 - g. Monitor providers and services
 - h. Assist with relocation in community
 - i. Provide case management for clients who choose CDCS

3. Guardianship/Conservatorship

- 2%
- a. Assess need for guardianship or conservatorship
 - b. Consult with County Attorney's Office regarding all potential guardianships and conservatorships.
 - c. Prepare drafts of Court documents
 - d. Assist potential guardians with the Court/petition process
 - d. Attend guardianship/conservatorship Court Hearings.

4. Administrative Duties - to perform customary administrative tasks and related job duties to insure all agency, state and federal requirements are met.

- 20%
- a. Complete timesheets by due dates as directed by County Administrator's Office
 - b. Complete SSIS time reporting by the due date as directed by the Fiscal Unit.
 - b. Implement policies affecting caseload.
 - c. Maintain accurate case records and state and local forms as needed.
 - d. Maintain current and accurate SSIS material.
 - e. Utilize the SSIS program: intake forms; workgroup openings; assessment forms; time logs.
 - f. Participate in required Audit activities

5. Self-Development - to participate in self-development activities in order to insure optimal benefits to the agency and myself.

- 6%
- a. Participate in social service staff meetings and All Staff meetings
 - b. Participate in unit meetings
 - c. Participate in appropriate training opportunities.

6. Intake - respond to telephone and/or personal visits by clients or the community seeking assistance with emergencies, seeking information or reporting concerns of an adult protection and child protection nature.

- 2%
- a. Respond to intake calls and client office visits.
 - b. Refer to services or provide emergency response.
 - c. Complete SSIS intake.

D. NATURE AND SCOPE

A. Relationships

My role is to be responsible for services to the disabled, elderly and vulnerable adults. This involves cooperation and coordination with the hospitals and clinics, home care agencies, foster care providers, nursing home facilities, medical supply providers, Court, law enforcement, county attorney, managed care organizations, Agency income maintenance personnel, and appropriate Department of Human Services consultants.

B. Skills, Knowledge and Abilities

A knowledge of community resources is necessary. Knowledge of the legal and court system is helpful. An ability to speak to groups is desirable. Skills in efficient organization and utilization of time and independent planning are essential.

This position requires the technical skills associated with casework, case management, group process and community organization. Understanding the nature of problems faced by the clients served,

abilities related to one to one counseling, group process and group and family dynamics are essential. Independent implementation and initiation skills are also required. This position may require the social worker to initiate immediate action regarding the welfare and best interest of the client.

Extensive use of a computer and a willingness to learn the use of the computer are necessary for this position. A thorough knowledge of computer related tasks and programs such as Word, Microsoft E-mail, digital camera, software, video equipment and SSIS is required. The social worker is responsible for preparing case plans, risk assessment plans, referrals and correspondence. The position includes completing office duties such as copying, redacting, faxing and filing. The social worker must demonstrate competency within the SSIS system. This includes entering time spent on individual cases for financial reimbursement, daily case note entry, entry of CEP reports, and completion of vendor information and vouchers. Knowledge of modern communication skills (E-mail, voice mail and other telephone capabilities) is required.

This position requires a broad knowledge of all programs provided in Social Services as well as resources available in the community when acting as the Intake Social Worker. On the assigned intake day, the social worker must structure his/her schedule to accommodate an intensive response to intake calls. The social worker must respond to all intake telephone calls and screen calls for immediate response; interview the caller and gather information for the intake report; and provide information to the supervisor or program social worker. The intake social worker must interview clients who come to the office and gather pertinent information; screen information for a service request; assist the client in filling out an application; provide resource and/or referral information; refer the client to emergency services if appropriate; and provide a verbal and written report to the supervisor or program social worker. The intake may result in a child protection report, child welfare report, adult services report, request for Long Term Supports and Services or a Common Entry Point report.

The ability to respond positively to constant change and ever increasing job responsibilities is essential for the social work position. Position requires the ability to maintain data privacy and confidentiality.

C. Problem Solving and Creativity

The major problem is one of adequately managing the caseload and attempting to do justice to all those individuals involved, and in balancing administration functions and client contacts. The worker must be able to make decisions as to imminent danger.

D. Freedom to Act

I will have the freedom to implement the principal responsibilities as specified. Annual supervisory conferences will be held to review performance objectives. Before any radical changes in procedures or programs, the Supervisor will be consulted. If any question on Agency policy or commitment of financial resources, the Supervisor should also be consulted.

