

**CCAR INDUSTRIES
JOB DESCRIPTION**

JOB TITLE: Case Manager/QIDP

DEPARTMENT: Residential

FLSA STATUS: Exempt

GENERAL SUMMARY:

This position reports directly to the Director of Residential Services. The Case Manager is responsible for establishing consumer outcomes and objectives, determining skill needs and strengths, and providing consumers with individual and/or group problem-solving techniques. The incumbent is responsible for assisting in the development and implementation of programming based on person-centered planning, assisting in any crisis intervention needed, and managing each individual case as consumer needs arise.

DUTIES AND RESPONSIBILITIES:

1. Seek to improve the structure and practices of Residential to promote the highest standards of consumer care for the agency.
2. Spend the time necessary at each home to ensure that the DSPs (on all shifts) are fully trained on the needs of each program consumer. QIDP will maintain proper documentation of DSP trainings.
3. The Case Manager will be assigned a caseload of individuals for whom they are responsible for, but they may be called upon to assist in any way necessary with any individuals served under the Residential Services programs as the need arises.
4. Work with House Managers to ensure that sufficient oversight, support, and mentoring occur with DSPs. QIDP will work with Training Mentor to ensure a smooth transition between training and post-training work assignments. QIDP will help support individual feeding plans, diets, preferences, and restrictions.
5. Promote and practice the philosophy of a team approach across departments and encourage each consumer to become more independent and productive in his or her everyday life.
6. Maintain assigned consumer caseload and confidential file content. Keep Director informed daily of issues or problems related to individuals on this caseload.
7. Observe staff interactions with consumers during times consumers are present daily, provide one-on-one instruction to staff members to ensure understanding of consumer programming, and model active treatment with staff members working within the group homes.
8. Assist DSPs in implementing techniques for achieving desired outcomes.
9. Coordinate services with consumer's 24-hour CILA House Manager, DT group leader, Director of Developmental Training, DT QIDPs, Prairieland Services Individual Service Coordinator, and guardian.
10. Provide guidance and problem-solving techniques for financial, personal, and vocational issues for

consumers within this program. Assist consumers with decision-making and informed choice issues.

11. Inform the Program Director of those consumers who could benefit from other programs offered by this agency or outside agencies, and facilitate entry into such programs.
12. When a new consumer is admitted to 24-hour CILA and DT program, the Case Manager will review the Handbook and Individual Rights statement with that individual on the first day and ensure that the individual's guardian signs a receipt of the handbook and rights statement. The Case Manager will observe the individual closely within the first 30 days. On the first day, the Case Manager will schedule a 30-day Personal Plan meeting with the individual and the guardian or family member. The Case Manager will ensure that all assessments and initial appointments are completed within the first 30 days.
13. Communicate with Prairieland Services Individual Service Coordinator prior to the due date for the Personal Plan, coordinate times with members, and schedule and attend Discovery Tool, IDT, or Personal Plan meetings. Report appropriate consumer information, work closely with agency personnel and other staff in the development of Implementation Strategies, communicate consumer progress with determined personal outcomes, and determine status and disposition of cases.
14. Prior to completion of the Implementation Strategy, the QIDP will request and collect Time Card History Summary, Accident/Incident reports, and Behavior documentation for consumer information included within narrative sections. Ensure that the productivity ratings are current and accurate. Complete ICAP, SLOF, and any other assessments that are required or requested. Lead or assist in conducting the Implementation Strategy Meeting, if the team identifies the need to hold a meeting in person.
15. Be familiar with, and accurately execute, requirements regarding DHS Rules 115 and 119, DCFS, Public Aid (food stamps, Medicaid, etc.), OIG Rule 50, and Department of Labor (as required). Advocate for consumers' best interests, health, medical risk, and safety as related to those rules. Report abuse, neglect, and/or exploitation of any consumer according to Rule 50 definition and CCAR policies. Understand the standards at a level they can train the DSPs to apply standards that govern CILA standards. Be aware of CILA standards and ensure that programming and practices continually reflect standards throughout the year.
16. Meet with the residential House Manager/RSD/DT QIDPs/Nursing at least weekly to discuss and exchange monthly progress reports, as required by DHS Rule 119 and 115.
17. Maintain communication and understanding between residential facilities, families, other service providers, and/or guardians to provide continuity in daytime programming. Such communication will be documented in daily significant issue notes and/or referenced in the individual's month progress reports monthly.
18. Document and inform DSPs, DT/Residential QIDPs, House Managers, RD, guardians, and/or parents of major programming changes and/or consumer concerns.
19. Attend psychiatrist appointments monthly for those who see the agency psychiatrist and other doctor appointments as requested. Note significant changes by memo to the on-call staff.
20. Closely supervise and direct all consumer programming, and when necessary, demonstrate proper techniques to Developmental Trainers and Residential DSPs. Complete annual performance appraisals for assigned staff. Carry out disciplinary action with DSPs and House Managers after consultation with and approval of Program Director. Provide hands-on service to consumers, as necessary.

21. Implement consultant recommendations for programming (PT, Speech, Psychologist, Psychiatrist, etc.). Implement Behavior Support programs, as needed, and utilize Behavior Support techniques for all consumers, including reinforcements to motivate consumer potential. (This includes recognizing signs of behavior escalation and intervention to prevent.) Complete documentation for all behavior occurrences. Educate staff members regarding proper documentation of individual Behavior Support programming.
22. Coordinate and relay information to House Managers, RSD, Prairieland Services Individual Service Coordinator, and/or guardians regarding consumer status in his or her home, day programming, major behavior problems, severe medical concerns, violation of consumer rights, or other major concerns.
23. Initiate and coordinate staff meetings with other agency personnel to facilitate continuity of consumer goals, behaviors, and progress, e.g. consumers in the community, CILA, Supportive Employment, Janitorial Services, and Work Adjustment Training.
24. Maintain the consumer face sheet, listing contacts and other pertinent information. QIDP will contain evidence of any counseling sessions, goal progress, service referrals, and behaviors within consumer case notes and include the information within consumer's individual monthly progress notes as needed.
25. Stay abreast with changes in the Quantum documentation system to ensure accurate Implementation Strategies, outcome tracking, support documentation, and daily notes.
26. Interpret goals, methods, and procedures of the Residential Services program to visitors and other agency personnel. Provide tours of the group homes explaining the program to prospective employees, prospective consumers and/or their families, CCAR employees, Board Members, and other visitors.
27. Transport consumers for special services outside of the program when the need arises.
28. Attend conferences, and complete other training to increase knowledge of current research, active treatment techniques, counseling abilities, and to learn additional skills appropriate for the job.
29. Assist in the implementation of the Program Evaluation System, as assigned.
30. Maintain certification in First Aid, CPR, and CPI Nonviolent Crisis Intervention. Provide minor First Aid, CPR, and/or Crisis Intervention as needed.
31. Complete Accident/Incident reports, as necessary. Notify Residential Director, House Manager, Nurse, and/or parents or guardians of all accident/incidents.
32. Be aware of and follow agency policy on Health and Safety, including all directives related to policies for evacuation and supervision of consumers during natural and other disasters. Attend Health and Safety Committee meetings and implement the committee's recommendations. Assist House Manager in implementing monthly Health and Safety drills, consumer and staff meetings.
33. Continue to upgrade job skills as required through changing regulations, populations served, or other variables affecting the nature of position. Complete at minimum 12 CEU hours yearly to maintain QIDP certification.
34. Carry the cell phone for the 24-hour CILA program in a rotation with other Case Managers, the Scheduler, and House Managers. Stay within the Charleston-Mattoon area while carrying the pager. Respond to all

calls received while carrying the cell phone. If necessary, work shifts that are unfilled. Communicate with the back-up Supervisor and/or nurse, as necessary. No alcoholic beverages or other intoxicants will be used while on-call. All agency standards for appropriate employee conduct are in effect while carrying the cell phone. Maintain accurate documentation in the pager log for all pager activities. Complete the pager communication log and send to all appropriate contacts on the e-mail list as soon as possible each day.

35. Communicate with Director to schedule absences from the program in advance of the need to be absent. Follow agency policy regarding working holidays and using paid leave time.
33. Visit the Developmental Training sites, as needed.
34. Perform other related duties as required or assigned.

WORK BEHAVIOR RESPONSIBILITIES:

1. Present a positive image of CCAR Industries at all times.
2. Demonstrates teamwork philosophy by working cooperatively with others within and outside of the department.
3. Communicates in a clear and concise manner, while also demonstrating receptivity through active listening.
4. Continuously seeks opportunities for improvement and suggests ways in which procedures/systems may be modified to accomplish tasks/goals efficiently and effectively.
5. Identifies and performs work that has not been specifically assigned, as needed.
6. Keep a current Illinois Driver's License and have the ability to safely operate agency vehicles.

ESSENTIAL PHYSICAL REQUIREMENTS:

1. Ability to operate a vehicle for business destinations and must have a valid driver's license.
2. Ability to sit for extended periods.
3. Ability to pick up objects with fingers, regularly.
4. Ability to use hands and arms to reach for objects.
5. Vision at 20 feet or more, with or without corrective lenses.
6. Ability to have color determination.
7. Ability to distinguish odors.
8. Ability to communicate ideas by the spoken word.
9. Ability to comprehend the language or the nature of sounds in the air.
10. Ability to bend forward by bending at the waist, legs or spine.
11. Ability to carry objects up to 50 lbs. with hands or on shoulders when necessary.
12. Capable of exerting force by pushing or pulling when necessary.
13. Capable of standing on feet for continuous periods.
14. Capable of walking considerable distances when necessary.
15. Capable of raising or lowering objects from one level to another up to 50 lbs.

ESSENTIAL MENTAL REQUIREMENTS:

1. Ability to learn and comprehend basic instructions to the job.
2. Ability to coordinate eyes, hands, and fingers rapidly and accurately.
3. Ability to coordinate eyes, hands, and feet in response to visual stimuli.
4. Ability to understand the meanings of words and respond effectively.
5. Ability to perform basic arithmetic accurately and quickly.

WORKPLACE ENVIRONMENTAL CONDITIONS:

Works in an office-based setting, within CILA-based offices. The employee will spend scheduled time rotating throughout assigned houses to ensure maximum supervision during times consumers and staff members are present in the group homes. The employee may be exposed to workplace hazards more frequently than normal. Employee may be exposed to dusts, fumes, vapors, or mists that could affect the occupational health of the employee. Employee could be exposed to the hazards and potential injuries of the road.

IMMEDIATE SUPERVISOR: Director of Residential Services

SUBORDINATES: House Managers, Direct Support Persons, Lead Direct Support Persons

RESIDENTIAL QIDP QUALIFICATIONS: Minimum of BA or BS degree with major concentration in a Human Services field, including but not limited to, sociology, special education, rehabilitation counseling, and psychology.

Receive a clearance on the Illinois Health Care Workers Background Check and the CANTS Criminal Background Check.

EMPLOYEE ACKNOWLEDGEMENT:

I have read and/or received a copy of my job description and understand the principle duties and responsibilities, physical requirements and working conditions of the job.

Employee Signature

Date