

YOUTH DYNAMICS, INC.
JOB DESCRIPTION

Job Title:	Youth Case Manager(YCM)	FLSA Status: Non-Exempt
Supervisor:	YCM Program Supervisor	
General Information:		
To provide case management services to youth and their families in the least restrictive environment. Case management services include assessment, advocacy, and coordination of services, as well as crisis intervention. Serves as a member of the Treatment Team by providing and accepting input to and from others pertaining to case management. Works within the established legal and ethical guidelines. Works closely with personnel in other community based human services organizations. This position reports to the YCM Program Supervisor. Maintains a caseload of 20 - 25 youth.		
Minimum Qualifications	A bachelor's degree from an approved accredited University or College with a training focus on social work, psychology, education, guidance, human services or a similar discipline compatible with Youth Dynamics, Inc. programs. Relevant work experience may be considered in lieu of education, under special consideration. Must have at least one (1) year experience working with emotionally disturbed youth and families, and demonstrated high quality job performance in the past. Must demonstrate the ability to communicate effectively orally and in writing. Must be familiar with community resources for youth and families. Must have a valid drivers license. Must have the ability to use own vehicle for local travel. Must be able to access private and public properties for and with clients	
Required Knowledge, Skills And Abilities	<ul style="list-style-type: none"> • Thorough knowledge of the organization, policies and procedures, structure and operations. • Ability to communicate well with others both orally and in writing, using both technical and non-technical language. • Ability to establish and maintain effective working relationships. • Ability to prepare accurate and reliable reports. • Ability to operate a personal computer using standard word processing, spreadsheet and database applications appropriate to assigned duties. • Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions. • Ability to perform a wide variety of tasks with accuracy and speed under the pressure of time sensitive deadlines. • Ability to be flexible and adapt to organizational changes and needs. • Ability to work independently. • Ability to collaborate and to work as part of a team. • Ability to lead group/team processes. • Ability to travel. • Possession of a valid drivers license and minimal insurance required by law. • MANDT training (provided by YDI). • CAFAS training (provided by YDI). 	
Essential Physical Abilities	<ul style="list-style-type: none"> • Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to communicate well with others both in person and over the telephone. • Sufficient vision, with or without reasonable accommodation, which permits the employee to review a wide variety of written materials, in both hardcopy and electronic form. • Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate a personal computer and transport files. • Sufficient personal mobility, with or without reasonable accommodation, which permits the employee to travel and to access work sites both day and night, carry supplies, files, equipment and food up to 30 pounds. 	
Principle Responsibilities	<p><u>Assessment</u></p> <ul style="list-style-type: none"> • Assist with the on-going assessment of youth and families regarding their mental health needs. • Collaborate with Youth Dynamics Inc. staff and personnel from other agencies to gather information pertaining to assessment needs. • Review charts and other collateral information to assist with assessment process. • Complete required assessment paperwork in an accurate and timely manner. <p><u>Treatment Planning</u></p> <ul style="list-style-type: none"> • Coordinate the development of treatment plans to assist youth and families in addressing mental health needs. • Complete required treatment planning paperwork in an accurate and timely manner (CAFAS/ITP). • Work closely with families, other agencies and Treatment Team members to ensure adherence to treatment plans. 	

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Advocacy

- Work closely with community based advocacy groups and Managed Care staff to promote and/or advise the necessity for services.
- Make presentations to Managed Care clinicians, community and agency representatives and advocates for wrap-around care, out of home placement and/or higher levels of care.
- Empower the family in developing the abilities to manage their own case.
- Complete required advocacy paperwork in an accurate and timely manner.

Coordination of Services

- Work closely with Managed Care, the Treatment Team, and families to determine appropriate service referrals.
- Assist families and youths in gaining access to appropriate services. This may include: accompanying families and youth to appropriate professionals in various agencies, and assisting with the gathering and/or dissemination of information in accordance with applicable laws and ethics.
- Assist families with the authorization for services through Managed Care.
- Complete required paperwork in an accurate and timely manner.
- Review documentation and attend meetings, etc. to assess the quality and effectiveness of services provided.
- Perform crisis intervention as needed and advocate on behalf of youth and family.

Discharge

- Work closely with Managed Care staff, the Treatment Team, and other agencies to determine eligibility for discharge from treatment services, including the YCM program.
- Empower the family in developing the abilities to manage their own treatment.
- Develop aftercare and discharge planning for youths exiting the YCM program.
- Complete required discharge paperwork in an accurate and timely manner.

General Case Management Duties

- Maintain accurate, measurable, results-based progress notes and treatment plans.
- Complete and turn in logs in a timely manner.
- Maintain awareness of work environment and perform duties in a safe and responsible manner.
- Support and back up other Youth Case Managers as needed.
- On-call as scheduled, for emergency or special situations, according to agency policy.
- Other duties as assigned by Supervisor.

Public Relations

- Answer questions and provide information pertaining to the Youth Case Management program.
- Maintain tact, diplomacy and professionalism at all times.
- Maintain confidentiality and abide by APA ethical guidelines.
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Quality Improvement and Assurance

1. Participate in quality improvement procedures as needed.

Organizational Responsibilities

- Responsible for safely operating personal/lease vehicles during the transport of clients, travel to other Regions, and any business related travel as assigned by your Supervisor.
- Maintain awareness of work environment and perform duties in a safe and responsible manner.
- Maintain tact, diplomacy and professionalism at all times.
- Complete required paperwork in an accurate and timely manner.
- Participate as a positive member of the Youth Dynamics, Inc. organization.
- Act as a positive representative of Youth Dynamics, Inc. to the public.
- Participate in public relations and marketing efforts approximately 5% of your work time.
- Participate in regular supervision with your Supervisor.
- Participate in staffings and relevant in-service training as needed or required.
- Attend all meetings as are necessary to fulfill job responsibilities.
- Develop a plan for personal and professional growth, as needed.
- Carry out other responsibilities as assigned by your Supervisor to further the mission of Youth

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Minimum Expectations	<ul style="list-style-type: none">• 20-25 cases = 1 FTE• Maintain 50% productivity in billable activities• Monthly face-to-face contact with youth (phone call 2x of outside of area - 100 mile).• Outreach according to assignment in SAD Plan. (.05 FTE)• Contact notes completed and filed monthly.• ITP completed within 21 days or 3 contacts, and updated at least every 90 days, more frequently as needed.• Completion of CAFAS upon admission, quarterly and upon discharge.• Monthly contact with Treatment Team members.• YCM log completed and electronically submitted weekly.• Attendance at monthly YCM Program Team meeting.