

**YOUTH DYNAMICS, INC.**  
**JOB DESCRIPTION**

<b>Job Title:</b> Care Manager	<b>FLSA Status:</b> Exempt
<b>Supervisor:</b> Regional Supervisor	
<p><b>General Information:</b> To provide care management services to youth and their families (biological, adoptive or Treatment Family) in the least restrictive environment. Care management services may 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 youth in care. Works within the established legal and ethical guidelines. Works closely with personnel in other community based human services organizations. This position reports to the Program Supervisors. <i>This job description meets and/or exceed requirements of a Youth Case Manager responsibilities.</i></p>	
<b>Minimum Qualifications</b>	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 with at least two (2) year’s experience working with emotionally disturbed youth and families. 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 and the minimal vehicle insurance required by law. Must have the ability to access private and public properties for and with clients to assure that required contacts are in the family’s home or community as required by contract and administrative rule.
<b>Required Knowledge, Skills And Abilities</b>	<ul style="list-style-type: none"> <li>• Thorough knowledge of the organization, policies and procedures, structure and operations.</li> <li>• Ability to communicate well with others both orally and in writing, using both technical and non-technical language.</li> <li>• Ability to establish and maintain effective working relationships.</li> <li>• Ability to prepare accurate and reliable reports.</li> <li>• Ability to operate a personal computer using standard word processing, spreadsheet and database applications appropriate to assigned duties.</li> <li>• Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions.</li> <li>• Ability to perform a wide variety of tasks with accuracy and speed under the pressure of time sensitive deadlines.</li> <li>• Ability to be flexible and adapt to organizational changes and needs.</li> <li>• Ability to work independently.</li> <li>• Ability to collaborate and to work as part of a team.</li> <li>• Ability to lead group/team processes.</li> <li>• Ability to travel. Possession of a valid drivers license and minimal insurance required by law.</li> <li>• MANDT training (provided by YDI).</li> </ul>
<b>Essential Physical Abilities</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate a personal computer and transport files.</li> <li>• Sufficient personal mobility, with or without reasonable accommodation, which permits the employee to travel and to access work sites, carry supplies, files, equipment and food up to 30 pounds.</li> </ul>
<b>Principle Responsibilities</b>	<p><u>Assessment</u></p> <ul style="list-style-type: none"> <li>• Assist with the on-going assessment of youth and families regarding their mental health needs. Assists in obtaining authorization for services through Managed Care, or making other payment arrangements, as needed.</li> <li>• Review charts and other collateral information to assist with assessment process.</li> <li>• Work with Program Supervisors and personnel from other agencies to gather information pertaining to assessment needs.</li> <li>• Complete required paperwork in accurate and timely manner.</li> </ul> <p><u>Treatment Planning</u></p> <ul style="list-style-type: none"> <li>• Coordinate the development of treatment plans to address youth and families regarding mental health needs.</li> <li>• Work closely with families, other agencies and Treatment Team members to ensure adherence to treatment plans and proper dissemination of related information.</li> <li>• Complete required treatment planning paperwork in an accurate and timely manner.</li> </ul>

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- Prepared for and participate in clinical supervision with the Program Supervisor, or designee, according to agency policy.
- Advocacy
- Work closely with community based advocacy groups and other stakeholders 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.
  - Aid the family in developing the capacity 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. Coordinate services with other social service agencies.
  - 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.
  - 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.
  - Complete required paperwork in an accurate and timely manner.
  - Maintain contacts with the families according to agency policy.
- Discharge
- Work closely with Managed Care staff, the Treatment Team, and other agencies to determine eligibility for discharge from program.
  - Develop aftercare and discharge planning for youths exiting the program. Also provide outreach and follow-up to families who have withdrawn from services without a planned authorization.
  - Complete required discharge paperwork in an accurate and timely manner.
- Support and Training of Families
- Work directly with the Parent(s) and families to assure a home environment is conducive to the growth and development of the youth and to assure the effectiveness of their work with the youth.
  - Available, for *on-call* services, for emergency or special situations according to agency policy.
  - Organize and attend monthly support and training meeting with Treatment Foster Parents on his/her caseload, cluster, or region.
  - Participate in other Parent training as requested by the Supervisor, i.e., Monthly, or Basic.
  - Assure the dissemination of training materials to Parents on caseload and their assimilation into each youth's treatment plan (including monthly mailed CEU).
- Communication and Teamwork
- Participate in Case Management Team Meetings and Referral Screenings, as needed.
  - Assist in pre-placement visits of youth and facilitate placements of youth.
  - Attend Child Study Team and other meetings in the school and report findings to team members.
  - Set up and facilitate Treatment Team meetings, psychiatric staffings, and attend any other meetings necessary for the effective treatment of the youth in placement.
  - Keep Treatment Team members informed of progress, incidents, and concerns.
  - Assure that all internal communication is complete and effective.
  - Prepare with Treatment Team members appropriate and timely discharge and aftercare planning, and facilitate any meetings to implement these plans.
  - Interpret and support Youth Dynamics policies, procedures, and treatment decisions to Parents, agencies and biological parents.
  - Provide treatment goals, ongoing support, and supervision of any Mental Health Assistant assigned.
  - Coordinate services between the agency and community case management.
  - Be prepared and participate in clinical supervision with Treatment Supervisor according to agency policy.
  - Other duties as assigned by Supervisor.
- Services to Youth
- Develop an Individualized Treatment Plan for each youth and assure the appropriate and effective implementation of that treatment plan by all team members.
  - Arrange for medical, dental, psychological, psychiatric and/or neurological evaluations as

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	<p>necessary.</p> <ul style="list-style-type: none"> <li>• Assure the implementation of appropriate individual, group, and/or family therapy for each youth.</li> <li>• Assure a yearly well-child screening has been completed.</li> <li>• Have at least bi-monthly in-person contact with each youth in treatment.</li> <li>• Meet with Treatment Parents and or biological parents according to agency policy.</li> <li>• Ensure that each youth's treatment needs are being met and that the youth is receiving appropriate emotional, social, and physical care.</li> <li>• Supervision of Mental Health Assistants according to agency policy.</li> </ul> <p><u>Documentation</u></p> <ul style="list-style-type: none"> <li>• Develop Individual Treatment Plans (ITP's) with the Treatment Team within 30 days of placement and update at least every three months at quarterly review.</li> <li>• Produce written ITP reports covering all aspects of treatment, as required by policies and procedures or requested by Supervisor.</li> <li>• Maintain complete and accurate contact notes on youth and team meetings to be turned in and filed in the youth's Master File on a monthly basis.</li> <li>• Complete incident reports and other miscellaneous reports as needed.</li> <li>• Prepare a discharge summary within ten (10) working days of a youth's discharge.</li> </ul> <p><u>General Care Management Duties</u></p> <ul style="list-style-type: none"> <li>• Maintain accurate, measurable, results-based progress notes and treatment plans.</li> <li>• Complete and turn in logs in a timely manner, according to agency policy.</li> <li>• Maintain awareness of work environment and performs duties in a safe and responsible manner.</li> <li>• Support and back up other Youth Dynamics, Inc. staff as needed.</li> </ul> <p><u>Public Relations</u></p> <ul style="list-style-type: none"> <li>• Answer questions and provide information pertaining to the Youth Dynamics, Inc. programs.</li> <li>• Maintain tact, diplomacy and professionalism at all times.</li> <li>• Maintain confidentiality and abide by APA ethical guidelines.</li> </ul> <p><u>Quality Improvement and Assurance</u></p> <ul style="list-style-type: none"> <li>• Participate in quality improvement procedures as needed.</li> </ul> <p><u>Organizational Responsibilities</u></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Maintain awareness of work environment and perform duties in a safe and responsible manner.</li> <li>• Maintain tact, diplomacy and professionalism at all times.</li> <li>• Complete required paperwork in an accurate and timely manner.</li> <li>• Participate as a positive member of the Youth Dynamics, Inc. organization.</li> <li>• Act as a positive representative of Youth Dynamics, Inc. to the public.</li> <li>• Participate in public relations and marketing efforts approximately 5% of your work time.</li> <li>• Participate in regular supervision with your Supervisor.</li> <li>• Participate in staffings and relevant in-service training as needed or required.</li> <li>• Attend all meetings as are necessary to fulfill job responsibilities.</li> <li>• Develop a plan for personal and professional growth, as needed.</li> <li>• Carry out other responsibilities as assigned by your Supervisor to further the mission of Youth Dynamics, Inc.</li> </ul>
<p><b>Minimum Expectations</b></p>	<ul style="list-style-type: none"> <li>• 10 Assigned cases = 1 FTE.</li> <li>• Weekly documented home visits with parents.</li> <li>• Bi-weekly one-on-one direct, clinical contact with the youth.</li> <li>• Complete and submit Continued Stays 5 days prior to certification end date.</li> <li>• Outreach according to assignment in SAD Plan. (.05 FTE)</li> <li>• Contact notes completed and filed monthly.</li> <li>• Attendance at Monthly Treatment Parent Training and support groups.</li> <li>• Monthly meeting with FSA if assigned.</li> <li>• Attendance at monthly Care Manager conference call meetings.</li> <li>• ITP completed within 21 days or 3 contacts, and updated at least every 90 days; more frequently as needed.</li> <li>• FACES completed upon admission for FST.</li> </ul> <p><u>FBS</u></p> <ul style="list-style-type: none"> <li>• 10 families = 1 FTE</li> <li>• Weekly documentation of home visit with family, filed monthly</li> </ul>

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