

Job Class Code: 8040	FLSA Status: Non-exempt
Pay Basis: Salary (Annual)	EEO Category: 2

GENERAL DESCRIPTION OF JOB CLASSIFICATION

The purpose of the job classification (class) is to provide case management or service coordination for service recipients. The class is responsible for assessment, planning treatment/care strategy, service coordination, training, crisis intervention, counseling, and reporting. The class works within a general outline of work to be performed; develops work methods and sequences under general supervision.

TYPICAL TASKS

- Performs assessment to determine service recipients’ needs; conducts intake interview and reviews background information.
- Develops and implements individual program for service recipients including referral and coordination of care/services or placement, and/or direct therapy; ensures access to resources, services, and support for family.
- Maintains record system for area of responsibility; processes daily paperwork including personnel information, and/or reports, and insurance and service forms.
- Serves as liaison between service recipients and other care providers such as physicians and therapists.
- Gathers and maintains information to support periodic and special reports documenting service recipient progress and activities.
- Develops, or assists with development of program budget projections and/or policies and procedures; ensures program operation in accordance with budget, policies and procedures.
- Interacts with the community to promote programs, raise, provide family support, and recruit for volunteer care providers.
- Provides training programs for volunteers.
- Attends or conducts staff meetings to exchange information; attends professional seminars or conferences to improve professional skills.
- Stays abreast of new developments relating to area of responsibility.
- Maintains records in accordance with program policies and procedures, State, and federal regulations and standards.
- Documents all services in the electronic medical record system.
- Completes consumer daily, monthly quarterly and annual reports. Completes client notes and billing reports daily.
- Authorizes services in accordance with payer regulations.
- Serves as a clinical resource for technical staff and Clinician I.
- Consults regularly with medical, agency staff and other agencies in accordance with confidentiality guidelines to discuss service recipient progress and advocacy for services; adjusts treatment plans accordingly and maintains accurate and complete consumer records.
- Provides services in compliance with Departmental, City, State and federal regulations and standards.
- Reads, comprehends, and adheres to the Corporate Compliance and HIPAA policies and procedures. Reports any violations, inconsistencies or discrepancies with regard to the Corporate Compliance policies and procedures or the HIPAA policies and procedures to the supervisor or appropriate authority.
- Performs other related duties as assigned.

GENERAL STANDARDS

Data Involvement	Gathers, organizes, analyzes, examines, or evaluates data or information and may prescribe action based on such data or information.
Interpersonal/People Involvement	Counsels or instructs others through explanation, demonstration, and supervised practice, or makes recommendations based on professional expertise.
Reasoning Requirements	Performs coordinating work involving guidelines and rules but solves problems constantly.
Mathematical Requirements	Performs addition and subtraction, multiplication and division, and/or calculates ratios, rates and percents.
Language Requirements	Reads journals, manuals, and professional publications; speaks informally to groups of coworkers, staff in other organizational agencies, the general public, and people in other organizations; composes original reports, training and other written materials using proper language, punctuation, grammar, and style; presents training programs.
Mental Requirements	Performs professional level work requiring the application of principles and practices of a wide range of administrative, medical, or managerial methods in the solution of administrative or medical problems
Decisions/Supervisory Control	Guides the work of others, making frequent decisions affecting the client, coworkers, and others who depend on services or products.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Vocational/Educational Requirement	Requires a bachelor's degree in social work, counseling, psychology, or a closely related field or other degree as approved by the Virginia Department of Health Professions. A master's degree in Social Work, Counseling, or Rehabilitation is required for some assigned programs.
Experience	In addition to satisfying the vocational/educational standard, this class requires a minimum of two year of related, full-time equivalent experience.
Special Certifications and Licenses	Depending on assignment, may require a valid driver's license and a driving record that is in compliance with City Driving Standards. Depending on assignment, may require Qualified Mental Health Professional (QMHP - Adult or Child) or Qualified Developmental Disability Professional (QDDP) certification and highest Part C standards within 6 months of hire; CPR, First Aid and medication administration certifications within 3 months of hire, Certified Substance Abuse Counselor (CSAC) certification upon hire, Case Management Modules and Intellectual Disabilities Workbook completed within thirty days of hire, Part C Early Intervention Certification within six months of hire, and/or Pre-Screening Certification within 6 weeks of hire (12 weeks for part-time staff).

AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS

The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

This is a class specification and not an individual position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.