

# **SOCIAL WORKER (Case Manager)**

## **DEFINITION**

Under general direction works with children and adults who are developmentally disabled, their natural supports, and agencies providing services to these individuals. As the professional authorized by the disabled person and the service system to act as the fixed point of responsibility for negotiating the system with the client, is responsible for: coordinating a comprehensive assessment of a client's needs, developing an individualized service plan for each client, following through to see that the service plan is carried out, and monitoring the continued appropriateness and effectiveness of the services provided to the person. Perform related work as required.

## **EXAMPLES OF DUTIES**

- Makes contacts to obtain and summarize all previous assessments of client's skills and needs.
- Performs personal assessment of client's characteristics and needs through interviews with family, friends, advocates, and service professionals as well as meeting the disabled person in several environments.
- Identifies and arranges specialized evaluations (e.g., mobility, speech, etc.).
- Assimilates all assessments into a comprehensive document describing the person's existing capacities, personal preferences, potential natural supports, present services, and need for further services and supports.
- Develops individualized service plan that enumerates the desired types and amounts of services a client should receive, the ways in which the service should be arranged, and the anticipated measurable outcomes.
- Implements to the maximum degree possible the individualized service plan by:
  - ensuring that all available resources are known and explored (natural supports, generic services, and categorical programs)
  - determining not only what's available but also what could be made available
  - deciding who will provide the service and for how long
  - obtaining authorization for services
  - helping all participants understand and support the service plan
- Places client on appropriate waiting lists as needed and monitors placement
- Monitors via discussions with client, guardian, and parent; direct observation of service delivery; review of written progress reports; and interviews with service providers the presence/absence, correctness and effectiveness of the agreed upon service.
- Serves as focal point for communicating and making necessary revisions in service plan.
- Writes yearly an evaluation of the person's progress and service plan.
- Summarizes periodically unavailable services.
- Provides crisis intervention in situations where client might be in danger of imminent eviction from home, arrest, suffering bodily harm, inflicting injury on someone else, a psychotic episode, or being a missing person.

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- Advocates on behalf of disabled person and encourages person who is receiving case management to state his/her own needs and preferences and to actively share in the planning and decision-making connected with the receipt of services.
- Participates in relevant in-service training programs.
- Interprets the case management system to the community and participates in development and review of case management system and administrative conferences as needed.
- Prepares correspondences, reports and other records as required.

## EMPLOYMENT STANDARDS

Education and Experience: Bachelor's degree in social work from a program accredited or preaccredited by the Council on Social Work Education or a bachelor's degree in a field other than social work and possession of any of the State of Wisconsin social worker certifications (temporary certification will be accepted). Experience with developmentally disabled children or adults is preferred as appropriate to the vacancy being filled.

Knowledges and Abilities: Basic understanding of human growth and behavior. Knowledge of current human service philosophies and approaches and the way in which these affect individuals and their families. Ability to develop positive human relationships with people who are disabled and to relate to people in an unprejudiced and understanding manner with concern for their circumstances and feelings. Ability to quickly acquire and apply knowledge of laws, regulations, policies and procedures pertaining to developmental disabilities. Knowledge of community resources which may be used by people who are disabled. Capacity to organize large amounts of information and manage complex situations to achieve most effectively program and client objectives. Ability to be decisive, consistent, and diplomatic. Possession of good verbal and writing skills and ability to understand and follow oral and written instructions, participate in and appropriately use available supervision, and utilize meaningfully in-service training opportunities.

Special Requirements: Those having accredited or preaccredited social work degrees must have, as of date of hire, possession of any of the State of Wisconsin social worker certifications (those with temporary certification must obtain regular certification prior to the expiration of their temporary certification). Possession of or eligibility for a valid Wisconsin driver's license and access to reliable personal motor vehicle transportation.