

**CATHOLIC CHARITIES OF CHEMUNG/SCHUYLER
POSITION DESCRIPTION**

POSITION TITLE:	Residential Case Manager I	STATUS:	Non-Exempt
DEPARTMENT:	Gateways- Miller Manor	W/C#	8865
EEO CODE:	2	GRADE LEVEL:	270

PRIMARY FUNCTIONS:

Under the supervision of Senior Housing Supervisor (SHS) the Residential Case Manager I (RCM I) core function is the coordination of care for resident services. The RCM I will provide; education (teaching knowledge and skills), support (recognizing successes and assisting with challenges) and accountability (ensuring that all individuals are receiving the services they need and the program and facility are in compliance with contractual and regulatory obligations). The RCM I will provide property management of the facility and ensure that the building and grounds are in good repair and appearance. The RCM I will provide direct services to resident's residing in the facility; develop and implement individual service plans; assist residents in achieving goals; monitor ADA skills, communication, and self-advocacy skills; facilitate resident involvement in community activities; advocate and complete referrals to community-based service providers as needed; assist in accessing and maintaining entitlements/benefits; provide guidance and advocacy to residents in meeting the obligations of tenancy.

SPECIFIC DUTIES:

1. The RCM I will meet regularly with the Senior Housing Supervisor (SHS) for a review of file documentation. The RCM I is responsible for file documentation in accordance with funding regulations, agency policy, procedure, or business practice.
2. The RCM I will participate in agency orientation of program operations, policy, procedure, goals and objectives.
3. The RCM I will facilitate the integration of the resident into the community, using community-based services whenever possible.
4. The RCM I will maintain accurate case file records and reports based on the requirements of the facilities funding source.
5. The RCM I will be responsible for the documentation, development, and/or implementation of the following: assessments, service plan goals, service plan reviews, hospitalizations, discharge planning, progress notes, and income in accordance with the residential housing program, insuring that the completion of these documents is in accordance with agency policy, procedure, or business practice. Documentation includes both written and data entry as required.
6. The RCM I will submit resident files to the SHS within 28-days of an admission for a complete file audit and review, ensuring compliance with the program regulations, policy, procedure, or business practice.
7. The RCM I will be responsible for the renewal of file documents with expiration dates that include; Release of Information (ROI) and/or Consents to Release Information, Tenant Rent Calculation Worksheets, Income Verification.
8. The RCM I will insure resident fees related to rent are paid in a timely manner and in accordance with agency policy, procedure, or business practice. The RCM I will assist as appropriate with delinquency issues.
9. The RCM I will assist, as needed, residents in complying with treatment/service providers, insuring that there is no lapse in services/funding.
10. The RCM I will act as an advocate/mediator for residents experiencing difficulties with landlord/tenant disputes or provider, employment, funding related issues.
11. The RCM I will act as a resource and assist residents transitioning from the program to a more/less restrictive level of care, insuring a continuity of care with providers and funding streams.
12. The RCM I will act as a resource to ensure that the resident has access to services and to ensure that the rights and confidentiality of the resident are not overlooked or denied.
13. The RCM I will conduct routine housing inspections to see how residents are doing and to identify those who need help. RCM I will communicate concerns with the SHS and work with

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- the resident to maintain their unit or assist them to access homemaker or other needed services. Intervention should be timely.
14. The RCM I is required to attend staff meetings, treatment team / provider meetings, and staff development/training seminars in accordance with agency policy, procedure, or business practice.
 15. The RCM I will conduct monthly inspections of the physical complex, submit and monitor all work orders to the Property Mgt. Dept., as needed, to correct any property and plant problems.
 16. The RCM I will conduct and schedule routine property maintenance requests addressing interior and exterior property maintenance to include but not be limited to the following: snow removal, shoveling, mowing, lawn and landscape maintenance, painting, cleaning, and any necessary repairs to the building.
 17. The RCM I will monitor representative payee client accounts for residents of the facility, insuring the timely payment of rent and utility expenses.
 18. The RCM I will ensure that all resident rental payments are received on a timely basis.
 19. The RCM I will maintain day-to-day relationships, as needed, with HUD officials
 20. The RCM I will participate in Miller Manor Board meetings.
 21. The RCM I will be responsible for purchasing start-up supplies for housing programs within the agency.
 22. Other duties as assigned.

TITLE OF DIRECT SUPERVISOR: Executive Director

QUALIFICATIONS:

Associates degree in Human Services.

Two years' experience in Human Services or related field.

A combination of education and experience may be substituted at the discretion of the Executive Director.

ADDITIONAL REQUIREMENTS:

- Possess excellent verbal and written communication skills.
- Ability to multi-task and prioritize duties.
- Willingness to foster agency, department and program wide cooperation and team work through use of positive/constructive communication techniques.
- Ability to maintain absolute confidentiality in regards to all records reviewed including consumer records, employee records and billing records.
- Proficiency and experience with PC's and Microsoft applications.
- Ability to analyze and interpret data and to handle problem resolution.
- Possession of a valid NYS Driver's license and a driver's record considered acceptable by agency and insurance carrier.
- Continuous use of a reliable, registered and insured vehicle.
- Demonstrate commitment to Agency Mission Statement.
- Ability to understand the concept of "mandated reporter" and is diligent in reporting situations to the proper authorities when children may be at risk for abuse and/or neglect.
- Correctly follow procedures for mandated reporting and responding.
- Background checks may be required per program regulations.
- Compliance: Adheres to all applicable federal and state laws and regulations including, but not limited to, those governing confidentiality, privacy, program, billing and documentation standards. All duties must be performed in accordance with CCDR's corporate compliance and ethics program.