

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

POSITION TITLE:	Residential Case Manager III- Community Residence	STATUS:	Non-Exempt
DEPARTMENT:	Gateways	W/C#	8865
EEO CODE:	2	GRADE LEVEL:	240

PRIMARY FUNCTIONS:

Under the supervision of the Senior Resident Supervisor (SRS) the Residential Case Manager III (RCM III) core function is the coordination of care for resident services. The RCM III 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 is in compliance with all contractual and regulatory obligations).

The Community Residence (CR) is designed to provide a home-like atmosphere where residents can stabilize their psychiatric illness and begin learning skills necessary to function in the community. The Community Residence operates under the philosophy of the therapeutic milieu and with a rehabilitative focus, consistent with the individual's desire, tolerance and capacity to participate in such services. Goals of the CR include: normalization, community integration and empowerment.

The RCM III will provide direct services to residents: prepare assessments; develop and implement individual service plans; assist residents in achieving goals; facilitate groups and activities; teach and/or assist residents in developing ADL skills, communication and self-advocacy skills; facilitate resident involvement and community activities; make referrals to community-based services; assist in accessing and maintaining entitlements/benefits; advocate for needed services; assist residents in meeting the obligations of tenancy. The RCM III will assist in the day-to day activities of running the CR household.

SPECIFIC DUTIES:

1. The RCM III will meet regularly with the Senior Resident Supervisor (SRS) for a review of file documentation. The RCM III is responsible for file documentation in accordance with funding regulations, agency policy, procedure, or business practice.
2. The RCM III will participate in agency orientation of program operations, policy, procedure, goals and objectives.
3. The RCM III will facilitate the integration of the resident into the community, using community-based services whenever possible.
4. The RCM III will provide an array of rehabilitative and supportive services, which focus on intensive, goal-oriented intervention to address issues identified by and specific to a resident's needs regarding community integration or goal-oriented interventions which focus on improving or maintaining resident skills that enable a resident to remain living in community housing.
5. The RCM III will maintain accurate case file records and reports based on the requirements of each funding source/program.
6. The RCM III will be responsible for the documentation, development, and/or implementation of the following: assessments, service plan goals, service plan reviews, utilization reviews, hospitalizations, discharge planning, progress notes, and income in accordance with OMH regulations. Documentation includes both written and data entry as required.
7. The RCM III will submit resident files to the SRS within 28-days of an admission for a complete file audit and review, ensuring compliance with program regulations, policy, procedure, or business practice.
8. The RCM III will be responsible for the renewal of file documents with expiration dates that include but not limited to; Release of Information (ROI) and/or Consents to Release Information, Physician Authorization's.
9. The RCM III is responsible for ensuring that the CR is maintained at standards established for recertification; reporting the need for household furniture/supply replacement or property maintenance in accordance with agency policy, procedure, or business practice.
10. The RCM III will assist, as needed, residents in complying with treatment/service providers, ensuring that there is no lapse in service or funding.

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11. The RCM III will act as an advocate/mediator for residents experiencing difficulties with treatment provider(s), employment, or funding related issues.
12. The RCM III will act as a resource and assist residents transitioning from the program to a more/less restrictive level of care, ensuring a continuity of care with providers and funding streams.
13. The RCM III 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.
14. The RCM III will conduct routine bedroom inspections to see how residents are doing and to identify those who need help. RCM III will communicate concerns with the SRS and work with the resident to maintain their space.
15. The RCM III will participate in the maintenance of the home-like atmosphere, including family-style dinners, household chores, in-house activities, shopping, outings, etc.
16. The RCM III is required to attend staff meetings, treatment team/provider meetings, and staff development/training seminars in accordance with agency policy, procedure, or business practice.
17. The RCM III will participate in the food pantry services of the CR in accordance with the Food Bank of the Southern Tier.
18. Other duties as assigned.

QUALIFICATIONS:

Bachelors' degree in Human Services or equivalent experience.

Two years' experience in Human Services and supervisory experience.

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 regard 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.

Ability to meet the following physical requirements with or without reasonable accommodation:

- Use hands to manipulate, handle, feel, and control items or equipment, including motor vehicle;
- Stand, sit, walk, bend, stoop, kneel, and reach;
- Climb up or down stairs;
- Able to reach above or below shoulders;
- Occasionally lift or move objects weighing up to 10 lbs;
- Sitting at a desk or in a vehicle for long periods of time to perform certain job functions;
- Be able to read write and interpret written documents;