

POSITION DESCRIPTION

PART I - IDENTIFYING DATA

11-OG-06

Position No.: 15-117	Department: Health and Social Services
Working Title: Case Manager	Branch/Unit: Social Services
Incumbent:	Location:
Supervisor's Title: Sr. Case Manager	Date Position Description Completed: May 31, 2000
Position No.: 101271	

PART II - SUMMARY (broad statement of why position exists)

Under the direction of the Senior Case Manager, the position provides case management and/or case coordination services to clients; provides case related support to support to Supported Independent Living Workers (SIL) and contract workers; participates in the development and implementation of services to persons with Disabilities; acts as a resource person to professionals, para-professionals and the general public regarding the Services to Persons with Disabilities and performs other related duties.

A. Duties and Responsibilities

1. Major function - the single most important activity or responsibility required (describe what is done, why it is done, and how it is done):
 - A) Provides case management and/or case coordination services to clients to ensure provision of appropriate services to meet individual client needs, by:
 - completing initial intake to determine nature of client needs, eligibility and appropriateness for service;
 - investigating, researching, analyzing and evaluating assessment-related information of an individuals financial, emotional, physical and rehabilitation needs which may include interviews, home visits and coordinating other required assessments (i.e. medical, psychological, pre-vocational) in order to establish eligibility and determine client service needs;
 - explaining and applying legislation and program policies and guidelines and communicating rights and responsibilities to clients;
 - developing case plans with clients and assisting clients in the development of problem-solving strategies that foster independence;
 - providing counseling to clients and/or families;
 - ensuring that clients whose applications for services have been rejected are fully informed of decision and of the appeal procedures;
 - identifying and/or developing resources to meet client needs;
 - managing all information related to client cases and answering any questions clients may have with respect to information on their files as per ATIPP;
 - authorizing social assistance payments, creating client budget approvals, requesting special need funds;
 - representing the department at appeal hearings;

- working co-operatively with other agencies and community resources in the delivery of coordinated services;
- meeting regularly with client/significant others to ensure service provision is meeting client needs;
- identifying referral options and processes, and making referrals;
- maintaining client files by keeping up to date records of contact with clients, agencies, and rehabilitation team members;
- making decisions about terminating client services;
- liaising with case management teams, other resources and coordinating case conferences.

Approximate percentage of job time major function is performed: 60%

2. Other principal activities, (describing for each what, why, and how, and approximate percentage of job time required, rounded off to the nearest 5%, e.g. 20%).

A) Provides case related support to Supported Independent Living Workers (SIL);

- meeting with SIL and contract workers to provide advice, case related information and consultation to develop client case plans, and identify programming needs including setting case related objectives;
- monitoring assigned workers and ensuring Individual Program Plans are being provided as per case plan and resolving problems/issues as they arise;
- identifying resources required to implement case plans;
- providing information to the Senior SIL Worker regarding SIL selection and performance;

Approximate percentage of job time: 20%

b) Participates in the development and implementation of services to persons with Disabilities, by:

- identifying new program and/or services to address client needs;
- providing information on services to special needs groups including those challenged in a variety of ways, i.e. mental health, financial, various disabilities and /or aging.
- assisting the supervisor in the development of policies and guidelines;
- assisting the supervisor in the development of program plans and the planning of budgets;

Approximate percentage of job time: 10%

c) Acts as a resource person to professionals, para-professionals and the general public regarding the Services to Persons with Disabilities, by:

- providing information and consultation to other professionals and interested individuals on the program;
- addressing community groups on the program as requested;
- representing the program on Boards and/or Committees as required;
- initiating, planning and giving in-service sessions.

Approximate percentage of job time: 5%

3. Examples of additional activities which may be performed from time to time:

- involvement in special projects as directed;
- Other related duties as required;

Approximate percentage of job time: 5%

4. Approximately how long will it take for a fully qualified employee from outside the work unit to reach the full working level of the position?

6- months

B. Problem-solving and decision-making

1. a) List any Acts, Regulations, and/or Policies/Procedures with which the incumbent must be fully familiar in order to perform the position's functions: (e.g. Motor Vehicle Act, Business Corporations Act)

Social Assistance Act, regulations and policies
Notaries Act, Child Care Act, Landlord and Tenant Act
Code of Conduct, Safe Practice Protocol
Rehabilitation Services Act (guides the case manager in terms of the scope of rehabilitation services)
Department Policy Manual
Financial Administration Act (relevant sections)
Mental Health Act
Access to Information and Protection of Privacy Act and Regulations

b) Is the position responsible for interpreting, administering, or enforcing any of the above? If yes, explain.

This position has responsibility for, administering and enforcing the Social Assistance Act, regulations and policies. The incumbent must have a working knowledge of all others listed above.

2. a) Describe the kinds of recommendations the incumbent is regularly required to make and to whom:

- recommends appropriate residential, vocational and day program placements to clients;
- recommends funding options to the supervisor;
- recommends final placements and funding approval to supervisor;
- recommends eligibility for levels of service outside the Program guidelines to the supervisor;
- recommends policy and/or regulation changes;
- recommends safety precautions required for dealing with potentially violent clients;
- recommends changes to guidelines;
- recommends new initiatives;;
- recommends selection of appropriate Supported Independent Living Worker;

- b) Who normally makes the final decisions with respect to those recommendations?

The Sr. Case Manager/ Supervisor Client Services/Manager/Director/DM/Cabinet makes the final decisions as appropriate.

3. a) Describe the kinds of final decisions regularly made for which the incumbent is held accountable.

- case management decisions;
- determination of clients eligibility and suitability to various programs for which the incumbent is responsible;
- development of appropriate case plans;
- day to day implementation of case plans;
- appropriate referrals of clients for specialized and/or alternative services;

- b) What is the direct impact of those decisions?

The direct impact of those decisions impacts on the quality and appropriateness of service to clients. These features affect the physical, emotional, psychological well being of clients.

C. Freedom to Act

1. Describe the way in which this position receives direction:

This position works within the parameters of program plans, position description and program performance measures established by the Senior Case Worker in conjunction with the incumbent. Performance is monitored and evaluated against such.

2. What legislation, regulations, procedures or established practices guide, constrain, or limit the activities of this position?

See B. 1. (a) above

3. How is the work of the position normally checked or evaluated?

Periodic reporting to and monitoring by the supervisor, feedback from colleagues and clients and through formal performance evaluations and reviews.

4. What types of decisions are normally referred to the supervisor? (Give examples)

- a. requests for services that exceed guidelines
- b. program development decisions
- c. policy decisions
- d. funding approval for client services over and above the established legislative / policy levels;

D. Financial Accountability

1. Program dimensions:

A) Annual budget (for unit under the direct control of the position):

Fiscal year:	
Annual Payroll:	
O & M Budget (excluding payroll):	
Capital Budget (excluding payroll):	
Revenues:	
Recoveries:	

Who prepares the budget?

N/A

What is this position's accountability for budget once allocated?

N/A

B) Does position have authority/ability to reallocate resources?

No

C) Signing authority levels:

Full signing authority on basic need expenditures, as outlined in procedures manual.

2. Other expenditures or revenues influenced by this position and how.

Case Managers continually make casework decisions that ultimately affect social assistance program expenditures. Although they do not determine levels of benefits, their intervention and decisions have bearing on the length of need.

E. Management/Supervision of Human Resources

<input type="checkbox"/>	1. No supervisory duties
<input type="checkbox"/>	2. Supervisory Duties

a) Number of positions supervised directly:

____ Permanent
 ____ Aux/Casual

Number of positions supervised indirectly:

____ Permanent
 ____ ux/Casual (functional case related supervision)

b) Nature of supervision:

<input checked="" type="checkbox"/>	a)	Show colleagues how to do tasks.
<input checked="" type="checkbox"/>	b)	Train other employees in work procedures.
<input type="checkbox"/>	c)	Assign work and review for quality/quantity.
<input type="checkbox"/>	d)	Establish work priorities and schedules.
<input type="checkbox"/>	e)	Change duties and responsibilities.

f)	Participate with supervisor in employees' performance evaluation; -or- Formally appraise employees' performance and discuss appraisal with them, making a final recommendation to advance or withhold merit increments.
g)	Recommend appointment or rejection upon completion of probationary period.
h)	Interview employees with attendance or performance problems.
i)	Act as first formal step in the grievance procedure.
j)	Interview candidates for vacant positions in the unit.
k)	Give opinion to supervisor on selection of new employees; - or - Make final decision on selection of employees.
l)	Other.

F. Key Personal Contacts

<u>Who (what positions or groups)</u>	<u>Purpose</u>	<u>Frequency</u>
Supervisor Client	To receive direction and resolve problems.	As required
Senior Case Worker	To receive direction, support and supervision	Daily
Community Medical and rehabilitation personnel Other Health and Social Services Branches Other government departments i.e. Education, schools Federal government departments First Nation Bands Out of Territory Social Services and rehabilitation and community resources Client family members Employers	The purpose of all of these contacts is to enhance adequate assessments and case work, to coordinate services to the client, to enhance community development and awareness, to liaise between services, to advocate for the client.	Daily

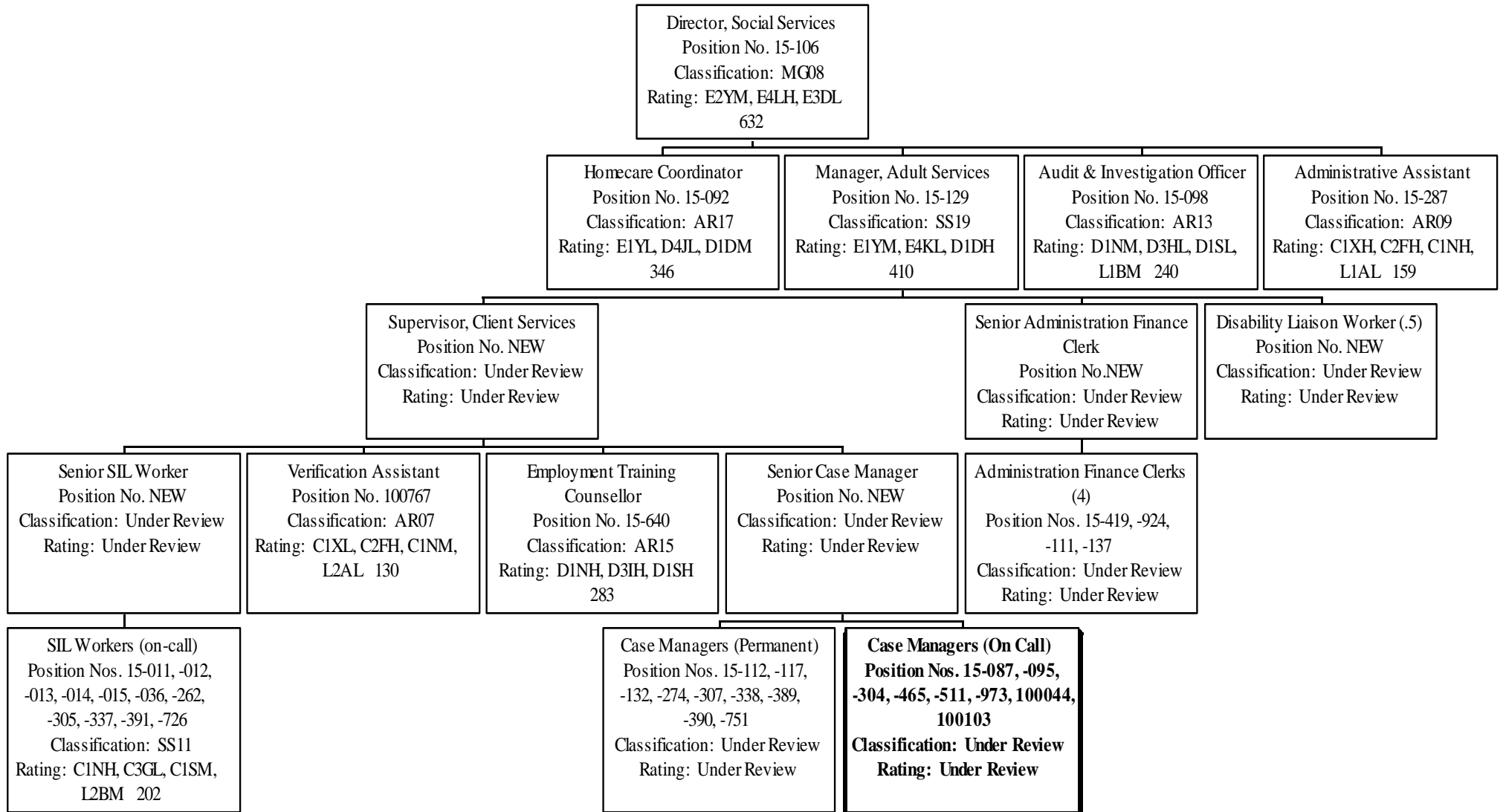
G. Tools, Equipment, or Machinery Used

<u>Name</u>	<u>Purpose</u>	<u>What percentage of the time?</u>
Calculator	Budget	2%
Dictaphone	Recording letters, memos	1%
Computer Terminal	Client Information	55%
Telephone	Client info, contact	10%
Vehicle	To attend meetings with clients	1-2%

f) Travel Required

a)	average number of trips annually	3 to 4 /week
b)	average number of days per trip	Less than 1 day
c)	average distance per trip	5-10 km
d)	most frequent mode of transportation	car

I. Organization Chart



Subordinate Summaries

1.	Position Title: Position No.: No. of Employees Supervised: none Major Duties:	4.	Position Title: Position No.: No. of Employees Supervised: Major Duties:
2.	Position Title: Position No.: No. of Employees Supervised: none Major Duties:	5.	Position Title: Position No.: No. of Employees Supervised: Major Duties:
3.	Position Title: Position No.: No. of Employees Supervised: Major Duties:	7.	Position Title: Position No.: No. of Employees Supervised: Major Duties:

PART II - Signatures

Supervisor:

Incumbent (where applicable):

I have reviewed (with the incumbent, where applicable) the duties and responsibilities assigned to this position.	I have read the foregoing position description and understand that it is a general description of the duties assigned to the position occupied by me.
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Immediate Supervisor or Branch Head

Incumbent's Signature

Date: _____

Date: _____

PART III - QUALIFICATIONS

(To be completed by Departmental Administrator in conjunction with this position’s supervisor)

A. Knowledge and Skills Required

- Extensive knowledge of social services principles and systems in the areas of welfare, disabilities, gerontology, mental health and rehabilitation
- Sound conceptual understanding of social policy and social service delivery systems with specific knowledge of income security and employment services.
- Good knowledge of assessment methods and techniques
- Good knowledge of case management theory and principles
- Knowledge of human behavior and development
- Strong problem solving and conflict resolution skills
- Strong interpersonal skills
- Strong analytical skills
- Good oral and written communication skills
- Good negotiation and conflict resolution skills
- Ability to coach and mentor others.
- Good organizational skills
- Good human relations skills in dealing with multi-ethnic groups.

B. Licenses, Certificates Required

(Give title and section of any legislation, regulations, or other authority where applicable)

- Designation as a Notary Public for the Yukon Territory
- Valid Yukon Drivers License

C. Other skills and/or knowledge which may be desirable, but not necessarily essential to the performance of the position’s duties.

- Computer knowledge

Departmental Administrator:

Comments:

Signature

Date: _____

Deputy Head:

I approve this position description as being representative of the work I require to be performed and that the responsibility levels identified have been delegated to this position.

Signature

Date: _____