

Ability Alliance of West Alabama, Inc.

JOB DESCRIPTION

Position Title: Crisis Case Manager

Reports To: Executive Director/Director of Case Management

Position Status: Dependent on salary

Primary Job Responsibility:

This is a highly responsible, professional position involving the provision of case management and crisis services for individuals with intellectual disabilities with significant psychiatric and behavioral challenges.

Core activities of this position include:

- Needs Assessment
- Case planning to include person centered planning, crisis support planning and technical assistance to other case managers and providers
- Service arrangement
- Social support
- Reassessment/follow-up
- Monitoring
- Crisis support plans to include behavioral supports
- Coordination of psychiatric and behavioral supports to prevent or mediate crisis events in cooperation with Whatley Health Services, DMH-DD Region 2 Community Services, Community Psychiatrists, DCH North Harbor, Indian Rivers, behavioral support and other providers of waiver services
- Coordination and oversight of crisis supports provided on a 24 hour basis
- Provision of training in crisis intervention techniques to providers supporting individuals in crisis or at risk for crisis

Essential Functions/Duties:

1. Demonstrated ability to communicate effectively and efficiently orally and in writing.
2. Demonstrated ability to document activities and maintain records.

◇ 1002 McFarland Blvd, Suite K Northport, AL 35476

◇ ☎: (205) 333-1577 •: (205) 333-2904 •: aawa@abilityalliance.info

Ability Alliance of West Alabama, Inc.

3. Demonstrated ability and willingness to perform case management activities in ethnic, cultural, and social environment in which the individual resides and interacts.
4. Ability to utilize word, excel and other computer software programs, computers/tablets/smart phones, operation of calculator, telephone, fax machine, and copying machine.
5. Valid Alabama Driver's License and Alabama licensed vehicle with minimum limits of liability insurance or access to provision of such transportation requirements, and willingness to utilize such transportation in the completion of duties.
6. Must be able to sit at a desk or stand at an assigned location and work continuously for extended periods of time
7. Ability to adhere to AAWA's policies and procedures and the Minimum standards of the Department of Mental Health's Division of Developmental Disabilities and Chapter 106 and 107 of the Alabama Medicaid Administrative Code.

Ability To Meet and Maintain AAWA Basic Assurance Measures Standards:

AAWA has the following requirements in order to maintain individual records in compliance with applicable standards in order to provide overall quality services and to maintain two year certification.

Requirements include:

- 95% of the individuals served plans of care and person centered plans or case management plans are reviewed and initialed every 90 days.
- 95% of individuals served records will provide documentation of face-to-face contact every 90 days.
- 95% of individuals served records will provide documentation of face-to-face contact in the family or residential setting every 90 days.
- 95% of individuals served records will provide evidence of CM objective implementation
- 100% of individuals receiving crisis services will have a crisis plan and behavioral plan on file
- 100% of individuals receiving crisis services will have documented evidence of review of crisis notes and a monthly summary and final report on file and provided to Regional Office, providers and other Case managers as indicated.

Ability Alliance of West Alabama, Inc.

Required Credentials, Experience, and Knowledge

1. Master Degree in Social Work, Counseling or Psychology and or a Bachelor Degree may be substituted with 3 years' experience with individuals with intellectual and developmental disabilities.
2. A minimum of one year experience as a QIDP (Qualified Intellectual Disabilities Professional)
3. Possession of or in process of licensure as per discipline requirements
4. Training in a service coordination/case management curriculum provided or approved by the Alabama Department of Mental Health and Intellectual Disabilities and the Alabama Medicaid Agency.
5. Minimum of 40 hours training in crisis intervention techniques, preferred

Desired Knowledge/Skills/Abilities:

1. Knowledge of the unique needs and physical/developmental/behavioral of individuals with intellectual disabilities.
2. Knowledge of the impact of intellectual disabilities and related conditions on the family and on the lifestyle of the individual and family.
3. Knowledge of the principles of person centered service approaches.
4. Knowledge of the techniques and principles of communicating effectively with individuals and families.
5. Knowledge of ethnic and cultural values and beliefs.
6. Knowledge of generic and specialized services, resources, and supports which might be beneficial to individuals with intellectual disabilities.
7. Knowledge of the legal and ethical issues related to confidentiality of client information/ records.
8. Ability to establish and maintain effective relationships with individuals, families, public agencies, and service providers.
9. Knowledge of behavioral therapy and development of behavioral support plans

Required Personal Philosophy:

Must be willing to adhere to the organization's Mission Statement that is "to positively affect the quality of life for persons with intellectual disabilities and developmental disabilities by helping ensure that appropriate and quality services are available and

Ability Alliance of West Alabama, Inc.

accessible throughout their lifespan. Ability Alliance of West Alabama, expects that all services will promote full inclusion of individuals with intellectual and developmental disabilities in Bibb, Pickens and Tuscaloosa counties of West Alabama.

Hiring Range:

The salary range: \$36,500.00 - \$52,000.00

Acknowledgement: _____ Date: _____