



POSITION TITLE:	Case Manager
FLSA:	NON-EXEMPT
REMOTE:	IN-PERSON
MEDICAID & NPI:	NO
BACKGROUND:	STATE
CREATED DATE:	06/01/2024
REVISION DATE:	08/05/2024

POSITION SUMMARY

This role entails providing high-level administrative and case management support for the Family Disability Services program at Catholic Social Services. Key responsibilities include processing check requests, generating files and documents for your caseload, conducting efficient filing, data entry, and spreadsheet maintenance. The position involves ensuring compliant case records, overseeing Family Directed Respite services on caseload, attending Plan of Care meetings for the assigned caseload, submitting yearly progress updates to Care Coordinators and maintaining quarterly notes for your caseload. Additionally, the role involves conducting consumer/family visits. You will play a pivotal role in supporting the Family Disability Program Director with trainings, following up with provider documents, and enhancing the utilization of the Supported Employment Services program within FDS.

ABOUT US

CSS is a Catholic human and social services agency and behavioral health care provider that welcomes people of all faiths through its programs and employment. We provide help for our Alaskan neighbors through a variety of supportive service programs, including emergency shelter, food stability, housing, case management, and refugee assistance. CSS empowers individuals and families on their path to permanent stability, creating thriving communities for all. Located in Anchorage, Alaska, CSS is a nationally accredited organization through the Council on Accreditation (COA), which recognizes that CSS provides high quality services that meet best practice standards in the social service field.

Mission: We compassionately serve those in need, strengthen individuals and families, and advocate for the common good.

Vision: All Individuals and Families are Flourishing.

Impact Statement: Catholic Social Services empowers individuals and families on their path to permanent stability, creating thriving communities for all.

Guiding Principles: - Catholic Social Teachings - Reverence for humanity - Striving for excellence - Empowering personal fulfillment - Strengthening through collaboration

ABOUT OUR PROGRAM/DEPARTMENT

Family Disability Services (FDS) was established in 1981 to help children and adults with disabilities and to strengthen families by providing individualized home and community-based services that promote dignity, respect, and self-advocacy. FDS provides direct care in clients' homes to assist with daily tasks and goals. They also work to foster opportunities for learning, community inclusion, and self-determination.

REQUIRED COMPETENCIES

The successful candidate must demonstrate the ability to uphold program/consumer/agency confidentiality, treating each individual with unwavering dignity and respect. Possessing the capacity to set and adhere to appropriate personal limits and boundaries is essential. The role requires the ability to work both independently

and collaboratively as part of a team. Regular availability to be present in the FDS office at least 2-3 times a week is a prerequisite for this position.

Proficient in Microsoft Word/Excel/Outlook

Demonstrates compassion, empathy, and a genuine desire to assist others. Possesses excellent communication and interpersonal skills. Exhibits adaptability to changing situations and flexibility in scheduling.

Skills: Proficient in providing accurate documentation and completing paperwork for all assignments. Capable of identifying and addressing the potential needs of consumers and/or their families.

RESPONSIBILITIES

Establish files for new consumers and employees.

Update and maintain consumer/employee databases, while archiving unnecessary files.

Verify data for uniformity across databases/spreadsheets and rectify inaccuracies.

Input client demographic and service data from source documents into the designated computer database, files, and forms.

Scan documents into databases and store them in designated locations.

Manage copies of essential forms (checklists, intake packets, training folders).

Maintain an organized filing system.

Assist families in enrolling new family-directed providers, conduct background checks, and coordinate/follow up with providers on program requirements.

Process payables and special billing every two weeks.

Perform Medicaid Waiver Tracking weekly.

Manage and maintain the family-directed database.

Update and maintain the ISW Caseload.

Conduct consumer/family visits as needed.

Document quarterly notes.

Attend ISW Plan of Care meetings.

Draft and submit progress and updated goals and objectives to the planning team for renewal submissions.

Monitor services provided within the waiver caseload.

Review provider case notes/timecards.

Enter ISW services into billing every two weeks.

Collaborate with the Director to establish Supported Employment services for consumers.

Enter family-directed respite notes into Apricot.

General:

- Wholeheartedly support the mission of Catholic Social Services and Family Disability Services.
- Adhere to established agency policies and procedures.
- Foster positive and professional working relationships with families, consumers, and other agency staff.
- Assist with special events, meetings, trainings, etc.
- Maintain regular and reliable attendance – one day in the office.
- Proficiently use a fax, copier, and computer.
- Fulfill any other duties as assigned.
- Perform other duties as assigned

QUALIFICATIONS

Minimum Education Requirement: High School Diploma or equivalent.

Minimum Experience Requirement: Two (2) years of case management in a human services, Medicaid, or similar field. Office support experience using Microsoft Office. Data Entry and working with spreadsheets.

A relevant combination of education and experience may be considered.

WORK ENVIRONMENT

Physical Requirements: Must have the capability to lift a minimum of fifty pounds and perform a two-person lift for an individual weighing seventy pounds.

Travel out of Alaska is rare. Occasional travel within Anchorage is required.

Location: 4600 Debarr Road, Anchorage, AK.

_____ Employee Name	/	_____ Employee Signature	_____ Date
_____ Supervisor Name	/	_____ Supervisor Signature	_____ Date