



**Fountain of Hope Family Services Inc.**  
10326 Greenbrier Parkway  
Oklahoma City, Ok 73159

**Case Manager 1 & II Job Description**

Job Title: **Case Manager I or II**

Report to: **Clinical Director**

Job Description: Case Management consists of services that help consumers gain access to needed medical, social, educational, and other services. This includes direct assistance in gaining access to services, coordination of care, oversight of the entire case, and linkage to appropriate services. Case Managements includes: (1) assessment of the eligible consumer to determine service needs; (2) development of an individualized integrated care plan; (3) referral and related activities to help the consumer obtain needed services; (4) monitoring and follow-up; and (5) evaluation. Case Management does not include direct delivery of medical, clinical, or other direct services. Case Management is on behalf of the consumer, not to the consumer, and is management of the case, not the consumer.

**Minimum Qualifications/Requirements**

- Bachelor's degree in Psychology, Social Work, Sociology, Family/Consumer Sciences, Child Development, Substance Abuse, mental health, human services, Education, Criminology, Counseling, and Therapy Fields
- Only the above majors qualify for Case Manager II status.\*
- Knowledge and skills in community based behavioral health care and case management preferred
- Good interpersonal and communication skills
- Ability to demonstrate competent use of Profiler
- Agreement to use personal transportation in work capacity including transporting clients
- Flexible scheduling required

**\* Case Manager I without qualifying major will not be eligible for CM II. No exceptions.**

**Duties/Responsibilities**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Consistently exercises discretion and judgment to analyze, interpret, make deductions and then decide what actions are necessary based on the varying facts and circumstances of each individual case.
- Works with supervisory assistance evaluating possible courses of conduct and making decisions where there is no opportunity to seek supervisory assistance.
- Maintains an active caseload providing interventions as needed and within area of expertise and limits of credentials; assures procurement of additional services as needed
- Acquires and provides to the team the detailed information regarding an assigned client to establish the foundation for the Treatment Plan
- Works with the client on a day-to-day basis using professional judgment and discretion to implement the team determined Treatment Plan
- Assists in development, implementation and revision of individual treatment plans; assures that services provided are specified in the Treatment Plan and monitors progress toward treatment goals
- Consults and cooperates with community systems to facilitate linkage, referral, crisis management, advocacy, and follow up with the focus on attaining treatment goals
- Provides crisis management for clients; makes linkages for interventions as appropriate
- Provides individual and group Activities of Daily Living (ADL) training.
- Maintains client and program records in accordance with applicable standards and regulations, grant requirements, etc.
- Maintains a high level of ethical conduct regarding confidentiality, dual-relationships, and professional stature
- Participates in continuing education activities, remaining knowledgeable in area(s) of expertise
- Ability to demonstrate competent use of Profiler
- Attend meetings as appropriate and meet regularly with supervisor to exchange pertinent information and receive supervision
- Willingness to use reliable personal transportation in work capacity.
- Performs other duties as assigned

### **Physical Demands**

While performing the duties of the job, the employee is regularly required to communicate in person or by telephone. The employee must be able to travel to client locations. The employee is frequently required to stand, walk, reach, bend; use hands

to finger, handle or feel objects, tools or controls; and reach with hands and arms. The employee occasionally must sit. The employee must occasionally lift and/or move up to 40 pounds.

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Clinician

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Human Resource Staff