

LEAD Case Manager Job Description

JOB TITLE: LEAD Wraparound Case Manager (LWCM)

REPORTS TO: LEAD Program Manager

STATUS: Non-Exempt

DATE: January 2018

JOB SUMMARY:

Law Enforcement Assisted Diversion (LEAD®) is a community-based diversion approach with the goals of improving public safety and public order, and reducing the criminal behavior of people who participate in the program. The LEAD program and Hi-Fidelity Wraparound have guiding principles that provide the case manager with the essential framework to support participants in the program. The LWCM works closely with the community partners and Interagency Staffing Teams to establish an individualized client driven service plans that reflect those principles.

ESSENTIAL FUNCTIONS:

- The LEAD Wraparound Case Manager (LWCM) is responsible for managing and coordinating the intensive case management wraparound services under the direction of the LEAD Program Manager.
- The LWCM works closely with the community partners and the Interagency Staffing Services Team (ISST) to establish an individualized service plan for wraparound and other LEAD services being provided.
- Ability to follow and implement services within the Wraparound Hi-Fidelity and LEAD Models.
- Work closely with interagency collaborative teams and individuals/families to facilitate service plans, crisis intervention, coordination and involvement of other activities designed to provide the client with a holistic approach to wellness and stability.
- Ability to provide outreach that is engaging and works closely with peers and natural support systems when possible.
- The LWCM is the primary individual that facilitates community Wrap meetings, involving teams of community resources such as social workers, probation officers, education providers, medical providers, mental health / substance abuse professionals, family/extended families etc.
- Willingness and ability to incorporate feedback from community partners, project manager, and Wraparound Coach.
- Collect, store and retrieve data on services necessary for reports and reimbursement.
- Develop and monitor plans, costs, and all services provided for LEAD clients.

The LCM is to be viewed as a problem solver, not a barrier or obstacle, effectively listening to individual and community concerns or ideas and passing them along to Program Manager, ISST team or Key Stakeholder Policy Committee (KSPC) and an Operational Workgroup (OW) to resolve concerns before they become large problems.

The LWCM is not a clinical position; duties include leadership, organizational skills, the ability to communicate effectively and must have a strong connection and understanding of community resources and the ability to link and coordinate services. The LWCM must be persistent, creative, compassionate, and flexible. Must have the ability to continue building a strong network of community partners to support client needs.

The LWCM is expected to maintain the highest level of confidentiality at all times. Due to the sensitive nature of this position and the access to client information, strong personal boundaries are necessary with other employees and families to avoid dual relationships or relationship that may negatively affect the position.

The full-time LWCM is expected to carry a caseload of approximately 20 individuals during the year.

ORGANIZATIONAL RELATIONSHIPS:

Supervision Received: Receives supervision from the LEAD Program Manager and takes guidance and feedback from the Wraparound coach.

Supervision Given: none

QUALIFICATIONS:

Experience: Minimum of 3 years experience providing case management, care coordination or related services with individuals/families with mental health/substance abuse issues, community agencies including DSS, law enforcement and judicial.

Licensure/Certificate/Registration: none

Training: Must be willing to complete required LEAD and Hi-Fidelity Wraparound Training.

Other Skills, Knowledge and Abilities:

- Creative problem-solving.
- Ability to express oneself clearly and concisely, both orally and in writing.
- Excellent public relations and networking skills.
- Ability to work independently and as a member of a team.
- Ability to work closely and cooperatively with external agency representatives.
- Ability to perform light physical work.
- Personal vehicle and willingness to travel.
- Basic Computer Skills.

Material and Equipment Directly Used: (including, but not limited to) Computer programs - Windows products, electronic data systems required by funder, computer equipment, voice mail.

WORK ENVIRONMENT: General office environment and outreach activities may take place in other agencies, family homes and in the community. Travel and work throughout the San Luis Valley.

Note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job.

Print Employee Name

Employee Signature

Date

Supervisor

Date