



Center for
Restorative
Programs

**Intensive Wraparound Case Manager
Job Description**

JOB TITLE: Intensive Wraparound Case Manager (IWCM)

REPORTS TO: Program Director

STATUS: Non-Exempt

DATE: 6.23

JOB SUMMARY:

Intensive Wraparound Case Manager (IWCM) is responsible for providing a community-based approach to case management/wraparound services and supports the goals of improving public safety and public order, and reducing the criminal behavior of people who participate in the program. Using the LEAD program and Hi-Fidelity Wraparound guiding principles that provide the case manager with the essential framework to support participants in the program. The IWCM works closely with the community partners and Operational Work Group to establish individualized client driven services that reflect these principles. CRP is a restorative justice focused organization, and this philosophy will help guide the work of the IWCM.

ESSENTIAL FUNCTIONS:

- The Intensive Wraparound Case Manager (IWCM) is responsible for managing and coordinating the intensive case management wraparound services.
- The IWCM works closely with participants to establish an individualized service plan and goals using the wraparound and LEAD principles for services being provided by the program
- Follow and implement services within the Wraparound Hi-Fidelity and LEAD Models and to advocate for participants, program and harm reduction philosophies.
- 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.
- Provide outreach that is engaging and works closely with peers and natural support systems when possible.
- The IWCM 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, Program Director, Team Lead, Clinical Case Manager and Wraparound Coach.
- Develop and monitor plans, costs, data and all services provided for participants for reports and reimbursement purposes as well as provide effective and timely documentation such as daily notes and reports for all participants on caseloads.
- Effectively communicate with leadership, ICM team, additional CRP staff/teams, community partners, and participants.
- Self-driven and motivated, work independently, flexible, team player, travel and work nights and or weekends at times. On-call schedule will also be expected.



The IWCM is to be viewed as a problem solver, effectively listening to individual and community concerns or ideas and passing them along to the Program Director and during Operational Work Group (OWG) to resolve concerns before they become large problems. This role requires individuals to figure out what needs to be done in real time.

The IWCM is not a clinical position and does not provide treatment; 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 IWCM 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 IWCM must be persistent, creative, compassionate, and flexible. Must have the ability to facilitate team development and cohesiveness. This position works with people who are in difficult life situations or who are going through transitions and need the ability to be sensitive to participants' needs in a positive way.

The IWCM 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 relationships that may negatively affect the position.

The full-time WCM is expected to carry a caseload of approximately 20-25 individuals during the year.

ORGANIZATIONAL RELATIONSHIPS:

Supervision Received: Receives supervision from assigned supervisor and takes guidance from Program Manager/Director and ICM III's.

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, Hi-Fidelity Wraparound Training, motivational interviewing and relevant Restorative Justice 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.

COMPENSATION AND BENEFITS:

Salary range: \$45,000-52,000



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Benefits: Current benefit package includes: employer subsidized health insurance; SIMPLE IRA retirement plan with employer match up to 3% of salary; generous paid vacation, sick, holiday leave; ongoing professional development opportunities.

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.

Mission

Strengthen community in the San Luis Valley by building connection, transforming conflict, and healing relationships

Vision

Restorative Practices are the foundation of a healthy and just community throughout the San Luis Valley.

Print Employee Name

Employee Signature

Supervisor

Date