



Job Description

Job Title: Family Support Services Intake and Eligibility Case Manager

Exempt (Y/N): N

Department: Family Support Services

Supervisor: Program Director

Date: revised: January 9, 2018

Employee Name:

Date:

SUMMARY:

The Intake and Eligibility Case Manager is responsible for establishing a professional and supportive relationship for parents who contact Parent Network seeking information and/or assistance on behalf of their child with a developmental disability to obtain OPWDD Eligibility. The Intake and Eligibility Case Manager will conduct an initial screening to determine parent/child needs and the most appropriate service response. This includes services provided directly by Parent Network as well as services provided by OPWDD and community agencies. A key component of this role will be to assist the parents to confirm the eligibility of their child for OPWDD services, including helping them gather required documentation, and working with the DDRO Eligibility Department through the Eligibility Determination Process.

ESSENTIAL DUTIES AND RESPONSIBILITIES: include the following. Other duties may be assigned:

PRIMARY DUTIES:

- Answer phone calls and/or meet with parents who come into the office seeking assistance
- Conduct an initial intake and needs assessment to gather information necessary to determine the family and child's needs.
- Remain current and informed about available services and provide accurate and comprehensive information to the family
- Verify and update client information. Set up and maintain a case record.
- Advise the parents of their Rights.
- Establish and maintain effective relationships with families, referral sources and DDRO staff
- Initiate referrals to appropriate services and follow through to ensure service linkages are made.
- Communicate effectively with all parties
- Complete home visits as needed to accomplish the above duties.

PROFESSIONALISM:

- Exhibits appropriate language and dress.
- Demonstrates appropriate communication skills both written and verbal.
- Exhibits appropriate work attitudes and performance behaviors.
- Exhibits reasonably regular and predictable attendance and punctuality.
- Shows respect and courtesy in all interactions and communication internal or external to the agency.
- Demonstrates interest, knowledge and support for Agency mission, values and philosophy.
- Demonstrates a flexible, creative approach as well as an adaptability to change.
- Demonstrates dedication to the goals and values of the agency.

- Demonstrates problem solving and conflict resolution skills in both organizational and interpersonal matters.
- Demonstrates self-directed behaviors.
- Ability to respond effectively to the most sensitive inquiries or complaints.

TEAM RESPONSIBILITIES:

- Supports and communicates with supervisor and co-workers in a cooperative manner
- Demonstrates an understanding of the boundaries of the position as they relate to both responsibilities and limitations.
- Incorporates the Agency mission, values and philosophy in decisions, behaviors and actions.
- Demonstrates initiative and seeks supervisory counsel when appropriate.
- Adheres to the policies, procedures and philosophy of the organization.

DIVERSITY MANAGEMENT:

- Model and practice sensitivity, fair treatment and acceptance of diversity with clients, co-workers and in all other interpersonal interactions.
- Demonstrate initiative in learning about and implementing skills related to diversity.

EDUCATION AND/OR EXPERIENCE:

- Bachelor's degree in a human services field or experience working with individuals who have developmental disabilities and their families.
- Proficient in Microsoft Word, Excel, and able and willing to learn to use Salesforce software
- Able to provide own transportation throughout Western New York. Work mileage will be reimbursed consistent with agency policy.
- Bilingual (Spanish/English) highly desirable.
- Preferred to be the parent of an individual with disabilities, or who is currently, or have been in the past, a primary consumer of disability services.

CERTIFICATES, LICENSES, REGISTRATIONS:

Valid NYS Drivers License

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand and talk or hear. The employee is occasionally required to walk, sit, use hands to finger, handle or feel objects, tools, or controls; reach with hands and arms; the employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision. The noise level in the work environment is usually moderate.

I have received and reviewed my job description and understand the duties and responsibilities associated with the job.

Date

Signature

Please provide the employee with a signed copy and place the original in the personnel file.