

SENIOR SOCIAL WORKER (SENIOR CASE MANAGER - DEVELOPMENTAL DISABILITIES)

DEFINITION

This is the most advanced case manager/social worker position.

Under the supervision and direction of the Community Services Manager, works with people who are developmentally disabled, their families, natural supports, and agencies providing services to them. As the professional authorized by the disabled person, the family, and the service system to act as the fixed point of responsibility for negotiating the system with the client, is responsible for: coordinating assessments of a client's needs, developing a comprehensive support plan for each client, following through to see that the service plan is carried out, and monitoring the continued appropriateness and effectiveness of the services provided to the client.

Participates in agency and community planning activities, assists in development and evaluation of agency policy and procedures, represents agency in public arenas and on committees, provides consultation and training to less experienced case managers, and performs other related work as required.

EXAMPLES OF DUTIES

Provides case management services to a select caseload of individuals and families involving clients with challenging personal behavior, necessitating complex system's advocacy and management. Required to perform skilled professional assessments, arrange specialized evaluations, and assimilate all into a comprehensive, individualized service plan. Planning process and plan must enumerate the desired types and amounts of service and support a client should receive, the way in which assistance should be arranged, and the anticipated outcomes. Emphasis should be on enhancing abilities, client preference, quality of life and community integration. Works on conceptualizing, advocating, and implementing innovative models of service supports. Monitors through varied review means the presence/absence, correctness, and effectiveness of agreed upon service and plans. Provides direct support, counseling, and problem solving to identified client. Advocates on behalf of client, encouraging them to state their needs and preferences; actively sharing in the planning and decision-making connected with the receipt of services while fostering increased client independence.

Provides consultation to other case managers in area of concentration (ex. permanency planning, juvenile court, family based assessment/treatment if Children Senior Case Manager of investigations of abuse/neglect allegations, Watts ordered cases, human sexuality if Adult Senior Case Manager). Covers caseload of other case managers in emergency situations and handles other emergency/non-routine assignments as authorized by supervisor. Supervises field placements of university students.

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Represents agency and interprets agency programs in meetings, committees, and workshops. Under supervision of and in conjunction with Supervisor, prepares, reviews, and revises daily practices and procedures dictating functioning of case management unit. Conducts and/or organizes training sessions for unit and system of community providers. Helps identify people with developmental disabilities in greatest need for intervention and support.

EMPLOYMENT STANDARDS

Education and Experience: A master's degree in social work (or closely related human services field) from an accredited university and six months of professional case management experience or a four year bachelor's degree in social work (or closely related human services field) from an accredited college/university with three years of professional case management experience plus 300 hours of in-service training credits approved by the Department of Human Services. Graduate courses in social work or a closely related human services field approved by the Department of Human Services may substitute for the in-service training credits on the basis of one graduate credit for sixteen in-service training credits.

Note: Persons possessing a non-related bachelor's degree must have one additional year of professional case management experience.

Knowledges and Abilities: Thorough knowledge of human growth and behavior. Integrated knowledge of current human services philosophies and approaches and the way in which these affect individuals and their families. Ability to develop positive human relationships with people who are developmentally disabled and to, in general, relate to people in an unprejudiced and understanding manner with concern for their circumstances and feelings.

Extensive working knowledge of laws, regulations, policies, and procedures pertaining to the field of developmental disabilities. Strong knowledge of community resources which may be used by people who are disabled and their families/support system. Capacity to organize large amounts of information and manage complex situations to achieve most effective program and client objectives. Ability to be decisive, consistent, and diplomatic. Possession of excellent verbal and writing skills and ability to impart information in a manner so that others can learn from it. Demonstrated capacity to participate in and appropriately use available supervision and to utilize meaningfully and share effectively in-service training opportunities.

Special Requirements: Possession of or eligibility for a Wisconsin driver's license and access to personal transportation.