



## Case Manager Job Profile

<b>Job Title:</b>	Case Manager
<b>Department:</b>	BHRS
<b>Reports to:</b>	Director BHRS
<b>FLSA Classification:</b>	Exempt
<b>Date Modified:</b>	April 2008
<b>Summary:</b>	This is a full-time, 12-month position to assist and support the BHRS program.

### **Essential Duties & Responsibilities:**

- Ability to maintain a minimum billable case management case load of 30 hours per week completing all necessary encounter forms and progress notes/call logs.
- Ability to schedule families for evaluations for assigned caseload to ensure that all deadlines are met.
- Ability to schedule and attend all meetings as necessary for assigned caseload and complete all appropriate interagency documents as required.
- Ability to prepare and submit appropriate packet material to CBH and Magellen for service approvals for assigned case load. This also includes guiding families through any changes in service providers or service appeals.
- Ability to coordinate BHRS services for assigned cases, calling families and assigned case therapists/staff routinely to assess service satisfaction and coordinate pertinent information. This includes identifying and assisting families to access appropriate school services, camp services and any other service as needed.
- Ability to coordinate with other service providers, DHS, Foster Care, other mental health providers, school, etc.
- Ability to ensure that all paperwork, treatment plans, etc., are completed in a timely fashion for assigned cases and that all deadlines are met.
- Ability to maintain the client records; audit for appropriate content, all is in order, (clinical content is audited through different functions) and file all documents as needed (if paperwork backs up, then assisting the unit clerical assistant to file documents). All files are to be at audit readiness not including clinical content of TSS and Therapist work. If issues are found, then information should be given to the appropriate parties (i.e.; coordinator, call to therapists etc.)

**Essential Duties & Responsibilities (continued):**

- Ability to make all phone calls as necessary
  - Ability to meet all client deadlines
  - Ability to function as an integral part of a total team effort
  - Ability to provide resources for referrals for families, including as needed, emergency interventions
- Ability to perform other assigned tasks as needed.

**Qualifications:**

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

**Education and/or Experience:**

- Bachelor's Degree
- Experience in case management / social work
- Valid Act 34, Act 151 and Act 114 clearances.
- Ability to effectively communicate in a verbal and/or written manner.
- Ability to read and interpret documents.
- Ability to write and complete routine reports.
- Ability to handle and maintain confidential information.
- Ability to handle multiple priorities.
- Ability to handle multiple tasks, projects, and assignments.
- Ability to communicate with coworkers, administration, clients, vendors, and others in a courteous and professional manner.
- Ability to present in a professional appearance and manner. ed.

**Physical Demands:**

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

- While performing the essential duties of this job, the individual is regularly required to use hands, arms, legs, talk and hear.
- Ability to stand, to walk, and to negotiate steps/stairs several times a day.

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For consideration, please forward your resume and salary requirements to:

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You may also send information via our Online Employment Information Form.

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