

JOB TITLE: CASE MANAGER

DESCRIPTION:

The Case Manager is responsible for processing requests including, but not limited to, cases requiring non-dental assistance, long-term assistance, and board approval. Additional responsibilities include assisting director with volunteer coordination and training, community outreach, and outcomes reporting. This position is directly responsible to the Executive Director.

RESONSIBILITIES/PERFORMANCE STANDARDS

1. Assists with incoming calls as needed.
 - 1.1. Answers incoming calls to Gill as needed.
 - 1.2. Assures phone coverage when away from the office.
2. Provides information/referral to clients and maintains agency referral information.
 - 2.1. Acquires and maintains working knowledge community resources.
 - 2.2. Assists clients in accessing appropriate resources.
 - 2.3. Maintains current resource file.
 - 2.4. Attends appropriate networking meetings and workshops.
3. Assures that assigned caseload is processed promptly and in accordance with Gill policy.
 - 3.1. Reviews client's need for service and family's ability to pay for the service.
 - 3.2. Contacts consultant and obtains proper documentation regarding client need.
 - 3.3. Approves or ensures approval of all staff action cases within 10 working days of completed application process.
 - 3.4. Reviews long-term cases every 6 months.
 - 3.5. Prepares and presents appropriate cases for board review.
 - 3.6. Participates in monthly staff meeting with Executive Director.
4. Responsible for all clerical work related to documenting own casework.
 - 4.1. Sends approval letter to family and provider and places copy in file.
 - 4.2. Maintains client file.
 - 4.3. Insures documentation of approval in computer database.
 - 4.4. Closes and files cases as needed.
5. Coordinates bills for client services.
 - 5.1. Maintains a current and orderly filing system for bills.
 - 5.2. Reviews bills for client services bi-monthly and prepares request for payment.
 - 5.3. Documents and files bills paid.
6. Coordinates client related data for agency.
 - 6.1. Maintains a log of own client activity, including referrals, applications sent and received.
 - 6.2. Maintains a current list of client numbers.
 - 6.3. Maintains a current and orderly database for client records and approvals.

- 6.4. Maintains a client balance database.
7. Coordinates with other staff and volunteers in the preparation, flow, storage and retrieval of all agency information.
 - 7.1. Maintains good paperwork.
 - 7.2. Maintains a list of the location of various types of client files.
8. Completes special projects at the request of the Executive Director.
 - 8.1. Assignments completed as requested within specified period.

EDUCATION AND TRAINING

The ability to speak, write, and read English and Spanish fluently is required. Bachelor's degree in the behavioral sciences preferred. Case management experience preferred.

KNOWLEDGE AND SKILLS

1. Working knowledge of good case management theory and technique.
2. Working knowledge of community resources for children's services.
3. Ability to analyze information and make decisions based upon that analysis.
4. Ability to relate to client, agency staff and area business representatives.
5. Ability to handle detail effectively.
6. Ability to coordinate agency activities.

WORK HOURS AND LOCATION

The hours for this position will be regular office hours, which are Monday – Friday; times may vary. The location is 555 Hemphill Street, Suite 200, Fort Worth, TX 76104.

TO APPLY

Interested persons should fax or email cover letter, resume, and salary requirements to:

ATTN:
Executive Director
555 Hemphill Street, Suite 200
Fort Worth, TX 76104
Fax: (817) 332-5070
Email: info@gillchildrens.org