

**POSITION: QUALIFIED INTELLECTUAL DISABILITIES**

**PROFESSIONAL/CASE MANAGER (QIDP/CM)**

**SUPERVISOR:** Program Director

**CLASSIFICATION:** Exempt position

**BENEFITS:** Yes (see current Benefits Summary)

**QUALIFICATIONS/REQUIREMENTS:** To perform this job successfully, an individual must be able to perform each essential duty/function satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be required to enable individuals with disabilities to perform the essential duties/functions.

1. Bachelor’s degree required in a human services field (including, but not limited to social work, sociology, education, psychology or related field).
2. Minimum one year’s experience working with individuals with intellectual disabilities required.
3. Knowledge of ICF/IID regulations, active treatment, and professional standards of care required.
4. License in social work, therapy, or as a rehabilitation counselor preferred.
5. Strong organizational skills, ability to manage projects, office functions, and be independently motivated.
6. Strong administrative skills, proficiency with Microsoft Office.
7. Valid New Mexico driver’s license, three years’ driving experience and clean driving record.
8. Current negative TB skin test results (within the last year).
9. Current drug screening with negative results.
10. Must pass NM Caregivers Criminal History Screening.
11. *Full vaccination against COVID is now required of all employees.*

**RESPONSIBILITIES:**

*Case Managers (*CM*) have critical and collaborative roles on the Interdisciplinary Team (*IDT*). They ensure that the individual in services is heard and that their needs and wishes for their lives are actualized.*

The **Case Manager/QIDP** carries a caseload of not more than 20 Intellectual Disabilities participants living in the group home setting. The QIDP is responsible for providing access to appropriate services for these individuals and their families/guardians requiring assistance. The QIDP also assesses situations, sets goals, and obtains the required services as necessary for implementation and monitoring of the quality of program services on an ongoing basis. The QIDP leads the staff in developing Individual Program Plans (IPP) and coordinates and stimulates the process for ensuring that the team comes to a resolution on the appropriate vision, goals, and objectives for each participant’s program. The QIDP is responsible for maintaining the Individual Program Plan and completing appropriate monthly, quarterly, and annual reports for each participant on their caseload.

The QIDP/CM designs program objectives for the purpose of assisting in actual implementation of the person centered vision. The QIDP monitors programs and trains direct care staff to assure quality (daily, in some situations). The QIDP/CM provides accurate and timely documentation of this process following all ICF/IID regulations and standards.

**ESSENTIAL DUTIES and RESPONSIBILITIES:**

1. Develop and implement an IPP for each assigned participant:

* schedule and chair all annual staffing, and/or quarterly staffing and/or other special meetings as needed
* prepare participant for the meeting
* monitor submission of and review assessments from other professional/clinical staff
* review preliminary vision
* assist and provide leadership in development of the vision
* ensure maximum participation of the individual in the planning
* work to develop a plan that is individualized, functional and enhances participant’s life
* document proceedings of such staffing, reviews, etc.
* oversee distribution of documentation to appropriate individuals in a timely manner
* train appropriate staff in program implementation and documentation.

2. Monitor day-to-day implementation of the IPP for quality/accountability:

* explain active treatment program across all disciplinary settings
* observe actual participant reactions and/or progress toward program objectives
* document observations, advocate for and develop alternatives for program components not currently meeting participant needs or lacking in progress
* monitor target dates on objectives, revising as appropriate through the IDT process
* monitor quality of program implementation, revising and coordinating as appropriate through the IDT process
* monitor documentation submitted by others on the active treatment program, report and/or correct discrepancies immediately
* monitor and adjust active treatment programs to be integrated throughout day through formal/informal training programs.

3. Coordinate and complete eligibility, level of care and abstract/payment process

for new participants, as well as for assigned participants:

* initiate, coordinate, secure Medicaid eligibility **prior** to admission
* monitor and complete all continuing eligibility requirements, as well as being responsible for all participant income support coordination between Social Security, Income Support Division and the fiscal intermediary
* monitor abstract expiration system and intervene as appropriate
* review all abstract packets for completion/accuracy before submission
* coordinate and secure eligibility re-determinations, and or retrospective reviews, as necessary
* monitor and review use of reserve bed days, notifying appropriate parties of days remaining, possible overuse, etc.
* secure and document readmit status on each participant
* interface with accounting dept. to resolve billing errors, disputes.

4. Determine nature of participant’s situation and provide/monitor appropriate

follow-up:

* interview participants and/or relevant residential/vocational staff or others as necessary
* assess medical, psychological, emotional and social information
* perform social development assessment on each participant annually and update social history at least annually
* maintain regular, on-going contact with each participant and document such contacts
* maintain regular, on-going contact with participant’s family and/or guardian and document such contacts
* monitor and document assistance to participant from community resources, assist in arranging appointments, establishing rapport with agencies, other community integration opportunities, etc.
* assume full responsibility for transfer and/or discharge planning, transition and all follow-up contacts as required
* serve as primary advocate for all participants.

5. Comply with state and federal regulations:

* maintain knowledge of, train and counsel staff on regulations, requirements regarding eligibility, level of care, abstract process, active treatment, etc.
* train staff, monitor and enforce adherence to regulations/standards regarding participant rights/treatment (i.e. abuse, neglect, exploitation, etc.) as stated in the requirements for ICF/IID facilities, Dept. of Health standards/ regulations
* act as primary liaison with surveyors to discuss efficiency/administration of active treatment programs or staff guidelines.

6. Ensure compliance with organization policies and procedures:

* monitor and ensure compliance with participant rights issues with regard to behavior support, medical treatment, advocacy, etc.
* in collaboration with the Human Rights Committee, investigate and/or gather information on violations of participants’ rights, provide solutions/recommendations, and document such activities *(not to be done for assigned participants)*
* obtain proper consent forms from participant and/or parent/guardian as necessary
* participate in revision of policies and procedures as necessary.

7. Maintain inter- and intra-departmental work flow:

* ensure participation of all necessary staff in the Interdisciplinary Team process in the development of the IPP
* serve on, or chair committees as designated (i.e. admissions/discharge, human rights, behavioral support, quality improvement, program evaluation, etc.)
* assist in on-going in-service training for all staff on advocacy issues
* assist with recruitment and screening process, as necessary
* foster spirit of cooperation between individual team members and teams as a whole.

8. Contribute to team efforts:

* accomplish related results as needed.

**LANGUAGE SKILLS:**

Ability to communicate in English clearly, accurately, and appropriately utilizing reading and writing skills; ability to conduct effective meetings and prepare follow-up documentation; ability to conduct oral presentations and present to public

**COMPUTER SKILLS:**

Ability to type, utilize spreadsheets, write clearly and logically, use word processing software and email

**MATHEMATICAL SKILLS:**

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, decimals and percentages

**REASONING ABILITY:**

Ability to use good judgment and work with little supervision; ability to define problems, establish facts, draw valid conclusions and implement recommendations in constructive manner

Ability to maintain confidentiality at all times, including the ability to recognize situations in which confidentiality is required

**OTHER SKILLS AND ABILITIES:**

Knowledge of all federal and state regulations and guidelines pertaining to operation of programs serving individuals with intellectual disabilities

Ability to get along with participants, co-workers and supervisors; foster team interaction; and juggle multiple tasks, deadlines, and demands

Ability to exhibit professionalism, tact, and patience when communicating with employees at all levels and components in the organization, participants and the public

**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 duties.

Work is generally performed in an office setting, involving face-to-face communication, training and modeling with co-workers, participants and the public. Employee must be alert at all times while on duty.

Travel is required to perform job development, on-site reviews and to attend meetings/training held off-site. Driving may be required from time to time involving transportation of participants to various locations.

While performing the duties of this job, the employee is regularly required to walk, stand, sit use hands and fingers, handle or feel objects, tools or controls.

The employee is occasionally required to stand, reach with hands and arms, stoop, kneel or crouch. The employee must frequently lift and/or move up to 60 pounds.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

Environmental stress may occur.

Work will require the use of computers on a daily basis, with exposure to video display terminals and some repetitive motion associated with data entry and the use of a computer mouse.

The noise level in the work environment is usually quiet to moderate and occasionally high, depending on the assigned location.

*I certify that I have received a job description for the position of* ***QIDP/Case Manager****, and I meet the requirements and am able to perform the essential functions and responsibilities, meet the physical requirements of the position and satisfy the expectation for regular attendance. After having read the job description, I was given a chance to ask questions of my supervisor concerning my duties. I understand that the job description lists general categories of duties, and not always the specific duties I may encounter while working as a QIDP/CM.*

Employee Signature Date

1988

Revisions: 7/91, 9/93, 7/94, 1/97, 6/98(*combined Social Worker with Q)*, 1/99, 8/01, 12/02, 3/06, 10/08, 3/11, 8/11, 9/15, 7/16, 1/19, 5/22, 6/22