



Job Title:	Care Manager	Type of position:	Full Time
Position Summary			
To facilitate positive change in children with emotional and behavioral challenges along with their families, following the Wraparound process and the strength-based philosophy in partnership with stakeholders and service providers in the NJ System of Care network.			
Key Responsibilities			
<p>The Care Manager coordinates and facilitates the Wraparound process of working with children and families utilizing a strength-based team approach to ensure family's needs are addressed and met. The responsibilities include:</p> <p>Becoming proficient in the wraparound model and process as the standard of care management delivery.</p> <p>Helping families identify needs - the CM is certified by the NJ Division of Children's System of Care to assess and complete Strength and Needs Assessments. This tool is used to identify strengths and needs of the child and family as a guide for planning purposes.</p> <p>Creating comprehensive Individual Service Plans that identify specific needs as well as identifying strategies to address those needs. Throughout this process, the CM maintains contact with many system partners (DCP&P, Probation, Juvenile Justice, school systems). This planning process includes ongoing assessment to determine if the interventions implemented are having positive outcomes.</p> <p>Ongoing engagement with the child and family - Medicaid guidelines stipulate that the CM meets with his/her families twice a month. Throughout their tenure with Monmouth Cares, the CM offers supportive counseling as most of our families are overwhelmed by multi-systemic needs (mental health, substance abuse, alcohol/drug abuse, poverty, and a lack of community-based resources needed for long-term stability). The CM works with the families from a strength-based perspective with the goal of helping the families achieve empowerment and self-determination.</p> <p>Community linkage – It is the CM's responsibility to connect families to available resources in the community including housing, rental assistance, social service entitlements, domestic violence, outpatient mental health and substance abuse treatment facilities, food pantries, etc.</p> <p>Client-centered advocacy – The CM attends meetings with families (school, DCP&P, court hearings, mental health appointments) to ensure the family's voice is heard.</p> <p>Serve on call on a rotating basis so that 24/7 coverage is maintained.</p>			
Knowledge			
<p>Wraparound philosophy, principles, and process</p> <p>New Jersey System of Care – processes and partners</p> <p>MIS - standard reporting, documentation, referral, and authorization processes</p> <p>Broad understanding of our customer base (i.e. children, families, human service agencies, schools, etc.).</p> <p>Knowledge of community resources</p> <p>Child development and psychology</p> <p>Child/adolescent behavioral health and management (including DSM-IV)</p> <p>Knowledge of educational system, including special education</p> <p>Knowledge of child welfare system</p> <p>Knowledge of Juvenile justice system</p> <p>Knowledge of child protection services</p>			
Qualifications: Education and Experience			
<p>Education: BA/BS degree in a relevant field (e.g. social work, counseling, psychology, psychiatric nursing, criminal justice, special education) and one-year related experience or a Master's Degree in a related field (e.g. social work, counseling, psychology, psychiatric nursing, criminal justice, special education)</p> <p>MS degree desirable</p> <p>LSW licensure desirable</p>			



Qualifications: Education and Experience (continued)
Experience: Minimum 1-year experience working with at-risk children and their families
Skills
<ul style="list-style-type: none"> Use of Agency technology tools - CYBER, MS Office365, Outlook, MRN, and other collaborative tools Strength and needs assessment Team facilitation Motivational techniques Ability to effect change through influence Conflict management Leadership Time management Crisis management Communications (oral and written) Advocacy Organization and prioritization skills Active listening Problem solving Responsible driving
Personal Qualities
<ul style="list-style-type: none"> Detail-oriented Striving for quality Take initiative Responsible and accountable Non-judgmental/empathetic/compassionate Innovative/creative Flexible/adaptive to changing environment Can work independently Personable/easy to connect with people Collaborative Culturally competent Assertive Optimistic Persevering
Other Qualifications (certification, licensure, etc.)
<ul style="list-style-type: none"> Knowledge of community resources Strength and Needs assessment certification NJ System of Care Association Care Manager/Wraparound Facilitator Training & Certification Language: bi-lingual (English & Spanish) a plus Effective communications (oral and written) in English and Spanish (if bilingual)
Specific Demands and Work Environment
<p>While performing the duties of this job, the care manager is required to walk, sit, type, and drive to meet with children and families as well as System of Care partners at various locations throughout New Jersey.</p> <p>A valid New Jersey driver's license is required.</p> <p>Pre-employment background check and regular motor vehicle record check are required.</p> <p>The agency provides 24x7 service coverage and care managers are required to be on call on rotational basis.</p> <p>Daily work hours may vary depending on the needs of the families served.</p>

*Note: Job duties described herein are not all inclusive. Job description may be changed at any time.