

# CRITICAL SKILLS

## FOR JOB DESCRIPTIONS

COMPLETED BY: DEBRA L. HARDING

POSITION CLASSIFICATION: **CASE MANAGER / SOCIAL WORKER**

## CHALLENGES / BELDEN HOUSE

### CASE MANAGER / SOCIAL WORKER

#### 1. Residential Duties and Responsibilities

A. Participates in community networking (S.R.J.C., Goodwill, Department of Rehabilitation, R.E.I., S.C.H.T.N., Volunteer Center,...) related to the interests of residents.

(General)

B. As directed, performs all duties related to resident admission (interviewing, documentation, gathering of medical information, etc.).

(High Risk / Low Volume)

C. Completes resident Needs and Service Plans within 14 days of admission and update each plan every 6 months. Informs and updates residential staff to assist them in providing necessary services.

(High Risk / Low Volume)

D. Contacts and updates each resident's family / guardian / conservator at least once every 3 months. Documents all conversations in resident record.

(High Risk / High Volume)

E. Conduct a minimum of two, one hour resident group meetings every week. Document resident participation and subject matter in resident's record.

(High Risk / High Volume)

F. Maintain an accurate list of all resident insurance policies, payment methods, special instructions, etc. as they relate to the medical services supervised by the residential program.

(High Risk / High Volume)

G. Provide counseling / emotional support to residents as necessary, and as directed by supervisor.

(High Risk / High Volume)

H. Attends, participates, and presents at regularly scheduled staff meetings as directed by supervisor.

(General)

I. Provides input to supervisor, and helps write staff strategies monthly.

(High Risk / High Volume)

J. Assists Program Director with discharge planning by providing resident / family / guardian / conservator with a list of potential discharge options, and work with resident / family / guardian / conservator to affect a positive outcome when possible.

(High Risk / Low Volume)

K. Demonstrates knowledge and compliance with Department of Social Services, Adult Residential Care Facility regulations (title 22), and regulation / agreements associated with North Bay Regional Center.

(High Risk / High Volume)

### MINIMUM QUALIFICATIONS

- A. Masters Degree in a health-related field from an accredited school.  
National Registration and state license when appropriate.
- B. Two years experience in an acute or post-acute brain injury  
rehabilitation  
program.
- C. Attainment of at least 18 years of age.
- D. Knowledge of and ability to comply with applicable law and  
regulation.
- E. Ability to relate positively to residents and their families.
- F. Ability to function as a team member within a interdisciplinary staff.
- G. Willingness to participate in specific continuing education programs  
as  
specified.
- H. Ability to document concise reports of residents "programs",  
progress.....
- I. A valid California Drivers License.
- J. No "Reckless Driver" convictions in the past three years.
- K. No "Driving While Intoxicated" convictions in the past three years.
- L. No more than two moving violation convictions in the past three  
years.

- M. Current certification in CPR and First Aid.
- N. No criminal convictions with the exception of minor traffic violations.

**PHYSICAL CHARACTERISTICS**

- \_\_\_\_\_A. Ability to read with or without the aid of corrective lenses.
- B. Ability to hear and speak, in person and on the telephone, with or without the aid of assistive devices.
- C. Ability to sit or stand for long periods of time.
- D. Personal mobility which enables the person to move functionally in the work environment and out in the community.
- E. Must pass employee physical examination annually and maintain good health.
- F. Must be physically capable of following and demonstrating P.A.R.T. principles / standards relating to “Evasive Self Defense” and “Controlling Self Defense and Physical Intervention”