

# **JOB DESCRIPTION**

Giant Steps Training Programs, Inc.

**JOB TITLE:** Case Manager  
**DEPARTMENT:** Administrative  
**REPORTS TO:** Program Director  
**WORK HOURS:** 8:00am-4:30pm (may vary depending on workload)

## **SUMMARY:**

A Case Manager is more than just a point of contact for suggestions or queries. His or her responsibilities cover a wide spectrum, which includes ensuring trainers are operating according to the company's missions, philosophies and values. Their duties are diverse, ranging from helping improve employee morale to making decisions to maintaining quality assurance.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

The Case Manager must be able to independently lead a team as well as operate and complete all essential duties and responsibilities. Other duties may be assigned.

- Participate in the ongoing Individual Purpose Plan (IPP) Meetings amongst Trainers, Clients and Regional Center.
- Generate reports such as Progress reports, Assessment reports and Special Incident reports.
- Provide training for trainers and ensure trainers understand job duties and responsibilities.
- Be point of contact for suggestions and questions or take the suggestion/question to higher management for further discussion.
- Identify areas of improvement for each staff member and conduct performance evaluations every six months.
- Perform quality assurance by monitoring documentation submitted by trainers as well as observing the training method of trainers and making suggestions for improvement.
- Ensure safety and well-being of clients which includes observing client's living arrangements and making suggestions for improvement.
- Check e-mails, voice messages and in-boxes daily.
- Must be capable of transferring individuals safely in and out of the vehicles.
- Be available to trainers and clients in the case of an emergency.
- Attend meetings and actively participate in committees as assigned.
- Provide additional assistance to clients as needed.
- Ensure trainers are submitting documentation on time.
- Check e-mails and in-boxes regularly.
- Obey consumer's rights.
- Be professional towards staff, clients, service coordinators, etc., at all times.
- Abide by confidentiality policies set forth by the company.
- Other duties assigned by Program Director.

**QUALIFICATIONS:**

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

**EDUCATION:**

Bachelor's Degree in a Human Services related field or two years minimum case management experience in a Human Services organization.

**LANGUAGE SKILLS:**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively to clients, staff members and supervisors.

**SOCIAL SKILLS:**

Ability to interact well with others in a professional manner. Must display desire to assist clients at all times. Ability to work on a team and give directions to team members.

**MATHEMATICAL SKILLS:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to perform financial transactions for the purpose of money management. Ability to operate within a budget.

**REASONING ABILITY:**

Ability to apply common sense understanding to give out instructions furnished in written, oral, or diagram form. Ability to deal with problems in a variety of situations. Ability to be flexible.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

Must have a valid California Driver's license, and be insurable under the company's insurance policy. Must obtain and maintain certification in CPR and First Aid training and any others as assigned.

**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 functions.

While performing the duties of this job, the employee is regularly required to walk, use hand to finger, handle or feel, and talk or hear. The employee is frequently required to stand, reach with hands and arms, and climb. The employee is occasionally to sit, stoop, kneel, and crouch. The employee must occasionally lift and/or more than 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**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 functions. The work setting will be in a building, home like setting or community-based setting with varying degrees of background noise. NO smoking allowed inside program or vehicles.

*I acknowledge that I have read this job description, understand my position, and can perform the job duties with no accommodations.*

\_\_\_\_\_  
Staff Signature

\_\_\_\_\_  
Date