

**GREENLEAF FAMILY CENTER
JOB DESCRIPTION FORM**

Job Title: Case Manager, Advocacy and Vocational Rehabilitation

Exempt Non-Exempt

Department: Community Services for the Deaf and Hard of Hearing

Job Reports To: Director, Community Services for Deaf and Hard of Hearing

HIPAA Security Level:

A – No Access to Personnel Files

A – No Access to Payroll Files

D – Complete access to client records as assigned.

Job Summary (Briefly describe what the position was created to accomplish):

Coordinates advocacy and support services to Deaf, DeafBlind, Hard of Hearing, and individuals with hearing loss. Advocacy and Support Services at CSD include: American Sign Language Instruction, Community Education, Vocational Rehabilitation, Basic Needs Assistance, Accessing Government Assistance programs, Independent Living Skills, Communication Access, Information and Referral to community resources, and general advocacy spanning across community, educational, legal, and medical settings.

Major Responsibilities/Activities (List in order of importance the essential functions of the job, describe what must be accomplished, not how it must be done; include supervision or management responsibilities, quality, and quantity standards.)

Essential Functions:

- Provides in-depth vocational services involving job seeking skills training, job development, on the job supports, pre-employment transition services, tutoring, work adjustment, technical assistance, and activities of daily living to Deaf, DeafBlind, Hard of Hearing, and individuals with hearing loss. Guides individuals in completing resumes, applications, identifying job markets, improving interview skills, and other vocational related tasks necessary to obtain meaningful employment.
- Works with employers, employment placement facilities, and other involved parties regarding potential accommodations needed when integrating a new Deaf, DeafBlind, Hard of Hearing employee. Conducts an analysis to ensure a match before placing clients to create a training planning to provide necessary supports to newly hired placements.
- After placement and onboarding of client, maintains regular contact with client and their supervisor for 90 days to ensure employment retention.

- Maintains a thorough knowledge of current job market, community resources, and nuances of governmental and social systems to provide current support and advocacy.
- Retains all client documentation in files ensuring a comprehensive and detailed source of information for any party with access to the client's record. Maintains accurate electronic records in assigned databases. Documents within agency required timeframes.
- Prepares detailed evaluation reports, as per agency guidelines, and case notes documenting each phase of activity as it is completed. Reports billing hours in accordance with case activity and agency billing practices.
- Maintains contact with all parties involved to monitor, update, to ensure that the case progresses and meets monthly with the CSD Director to review cases and files to ensure accuracy.
- Establishes performance goals with Supervisor; meets regularly to review progress toward goal completion.
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- Maintains the necessary credentials and demonstrates a level of professionalism within the workplace
- May assist in training/orientation of new staff, potential employers, and other community partners as requested.
- Develops and implements individualized service plans appropriate to the consumer's needs
- Completes all required documentation in a timely, accurate manner to comply with all certification standards and funding sources' requirements
- Balances a client-centered and solution-focused service culture within financial budget constraints.
- Works closely with Opportunities for Ohioans with Disabilities personnel to provide status updates and consultation on clients.
- Maintains strict client confidential in accordance with agency confidential standards, HIPAA requirements, and professional licensure requirements.
- Demonstrates on-going ability to develop and maintain collaborative working relationships within and outside of the organization.
- Attends agency staff meetings, relevant state and regional meetings, and trainings as scheduled, participate on committees as assigned.
- Plans and implements on-going and periodic documentation reviews.
- Demonstrates cultural sensitivity and awareness of diversity issues with all clients and in all communications.
- Maintains and updates skills related to crisis de-escalation, basic first-aid, CPR, and other agency required trainings.
- Other duties as assigned.

Minimum Requirements (Include education, experience, special skills and licenses or certifications required):

Fluency in American Sign Language is a requirement with experience in providing services to Deaf, DeafBlind, Hard of Hearing individuals. A Bachelor's degree in vocational rehabilitation, special education, social work, psychology, counseling, or a related field and two years of full-time work experience in the field of vocational rehabilitation, mental health, human services, or substance abuse. Any combination of an associate degree with two years of experience in vocational rehabilitation, community outreach, or case management will be considered.

Equipment Used:

Computer, calculator, copy machine, phone or VP system, cell phone, Microsoft Office 365.

Additional Comments:

Employee will ensure job related activities are in compliance with Greenleaf Family Center's policies and procedures, State of Ohio Laws, relevant professional association ethical standards and agency accreditation standards.

Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

Employee Signature

Date

Supervisor Signature

Date

Any addendum accepted by the employee becomes a part of the job description.

6/28/2023