

REGIONAL CENTER OF THE EAST BAY
JOB DESCRIPTION
(4 positions)

POSITION TITLE: 1 to 40 Specialized Case Manager I/II (1:40 Caseload) - Bilingual

OPENINGS: 2 (Spanish)
2 (Asian Languages – Mandarin, Cantonese or Vietnamese)

SALARY RANGE: **Case Manager I - Bilingual:**
\$2,333.03 - \$3,097.57 Bi-weekly / \$60,658.78 - \$80,536.82 Annual

Case Manager II - Bilingual:
\$2,422.93 - \$3,218.05 Bi-weekly / \$62,996.18 - \$83,669.30 Annual

REPORTS TO: Associate Director of Children's Services

LOCATION: San Leandro/Concord

DEFINITION:

Legislation established a 1:40 case manager to client ratio for these identified caseloads which may include children over the age of 3 years living at home, and adults who reside independently in their community or with family. These positions will work to reduce disparities and improve equity in purchase of services, identify and resolve barriers to accessing services and supports; enhance the relationship between individual and family and RCEB. The overriding goal is to empower individuals and families who speak another language and/or are from communities of color and currently have low to no purchase of service, identify and to partner with RCEB and other community agencies to overcome barriers to those services. The position works in collaboration with RCEB's Cultural Diversity Specialist and other Departments within RCEB to identify innovative approaches to service delivery. **These positions are the result of new funding made available in the 2021/2022 California state budget.**

NATURE OF WORK:

Under the general direction of the Supervisor, the Specialized Case Managers in these positions will provide enhanced case management and advocacy for individuals and families on caseloads comprised of individuals currently with no purchase of service authorizations at all or low purchase of service authorizations. Using person-centered planning to address the complex needs of those individuals and families who speak another language and/or are from communities of color. The Specialized Case Manager will demonstrate culturally competent skills including valuing diversity, cultural self-awareness and knowledge of other cultures. The Specialized Case Manager will assess for cultural and linguistic barriers and identify the unmet needs of the individual and family. Upon that determination, the Case Manager will empower individuals to partner with Regional Center and other community agencies, and assist in identification of new resources that are culturally relevant to our community. This position will also be responsible for tracking and monitoring of trends which may include creating reports and calculating data that will be submitted to the RCEB Senior Management Team and the Department of Developmental Services.

SPECIFIC DUTIES:

1. Facilitate the planning process and develop the Individual Program Plan (IPP) for assigned individuals served and closely monitor and oversee the implementation of the IPP. Monitor and evaluate the services provided through the plan.
2. Coordinate and support the implementation of the Individual Program Plan (IPP) which may include identifying natural supports and generic services and evaluating when a need exists that can only be met through RCEB authorized funding.

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3. Advocate on behalf of individuals served to protect their rights under the law and ensure that they receive those services and benefits to which they are entitled.
4. Assist the individuals served and family in obtaining essential diagnosis and evaluation from appropriate practitioners and secure written reports and other information which assesses and interprets the consumer's situation.
5. Monitor the individuals' served health and safety.
6. Identify unmet needs and find creative solutions to identified barriers.
7. Identify and connect individuals to culturally and linguistically appropriate services in their community.
8. Targeted community outreach to learn what resources are available in the community.
9. Keep supervisor informed of the status of the case load and unmet needs in the community.
10. Data collection and assistance to monitor successes and lessons learned.
11. Maintain all documentation and contacts as required by law, regulation and policy.
12. Implement RCEB policies and procedures.
13. Complete, in a timely manner, functional and/or developmental reviews.
14. Perform other duties as assigned.

DESIRABLE SKILLS:

1. Ability to prioritize and organize work efficiently to meet deadlines.
2. Ability to organize information for verbal and written presentation/documentation.
3. Excellent interview and listening skills.
4. Excellent assessment/diagnostic skills.

MINIMUM QUALIFICATIONS:

1. **Case Manager I:** BA Degree in Social Work, Psychology or a related human services field and 2 years similar experience. (B.A. in an unrelated human services field plus 6 years of experience working directly with the developmentally disabled in progressively responsible positions may be substituted for a bachelor's degree in the human services field).

Or

1. **Case Manager II:** Master's Degree in Social Work, Psychology or related human services field.

2. Ability to communicate clearly and effectively, verbally and in writing.
3. Automobile and valid driver's license required.
4. Ability to speak and read in either Spanish, Cantonese, Mandarin, Vietnamese, or any other approved language(s).
5. Must be computer knowledgeable and proficient.
6. Demonstrate cultural awareness and sensitivity and an ability to work effectively with culturally diverse populations.