

### **Job Title - Case Manager**

The Case Manager position is an administrative position that will provide ongoing client support, including scheduling needs (support our clients by ensuring their sessions are scheduled and stay in constant communication) to ensure the client receives high-quality services. This person must possess exceptional professional, interpersonal, and interdisciplinary verbal and written communication skills. The Case Manager reports directly to the Administrative Director. This position will work 40 hours per week in an office setting.

### **Major Duties**

- Building relationships with assigned clients and their families of Connect Plus Therapy
- Executing all scheduling needs of assigned clients in a collaborative manner with other case managers.
- Scheduling meetings with parents to ensure that schedules are discussed.
- Assigning matching RBTs/BT to clients for services
- Ensuring maximization of authorized hours for new and existing
- Ensuring billable hours maximization of salaried RBTs/BTs
- Maintaining and updating client data
- Ensuring interdisciplinary and provider-client communication.
- Maintaining regular communication with the clients for quality assurance and treatment satisfaction purposes.
- All other duties as assigned

### **Skills & Competencies**

- Proficient in the use of various computer programs, including Central Reach, Microsoft Office, Microsoft Excel, and Google Suite.
- Confident interdisciplinary communication skills
- Excellent written communication skills for professional emails and various reporting methods
- Excellent time management skills
- Ability to empathize with the families
- Self-motivated and well organized

### **Physical Requirements**

- Ability to write, type, and operate a computer and telephone for hours at a time
- Ability to sit and stand for several hours at a time
- Ability to lift up to 40 pounds



### **Education & Experience**

- 2 years of case management experience minimum
- Bachelor's degree in communication or healthcare administration preferred but not required
- High school diploma required