Job Title: Adult Case Manager – Support Coordinator
Department: Intellectual Disabilities
Reports To: ID Division Director
Salary Range: Starting at $17/Hour (Productivity Incentives)

FLSA Status: Full-Time
Employment Status: Non-Exempt
Cost Center: Varies By Need

Position Summary: Provides case management and service coordination services to individuals with intellectual and developmental disabilities residing in Lee, Chambers, Tallapoosa, Russell, Autauga, and Elmore Counties, Alabama. This is a remote, community-based position that requires regular travel throughout the assigned service area. Work location, county assignments, and travel requirements may vary based on program needs and organizational priorities. Responsibilities include conducting assessments, facilitating person-centered planning, coordinating services and supports, monitoring outcomes, and assisting individuals and families in accessing community resources that promote independence, self-determination, and quality of life. Ensures compliance with Alabama Department of Mental Health (ADMH) and Alabama Medicaid Agency (AMA) requirements through effective service oversight, case monitoring, and timely, accurate documentation.

Minimum Qualifications: Bachelor's degree in a Human Services field required. Must possess a valid Alabama driver's license, reliable transportation, and maintain an acceptable driving record. Must successfully complete Case Management Training approved by the Alabama Department of Mental Health (ADMH) and the Alabama Medicaid Agency (AMA). Experience working with individuals with intellectual or developmental disabilities is preferred. Must demonstrate strong communication, organizational, documentation, and problem-solving skills while maintaining professionalism and confidentiality.

Essential Duties and Responsibilities:

- Provide case management and service coordination services to Medicaid-eligible and non-Medicaid eligible individuals with intellectual disabilities.
- Complete comprehensive assessments to identify each individual's strengths, needs, preferences, goals, and service requirements.
- Facilitate person-centered planning processes and assist with the development, implementation, review, and revision of Plans of Care within required timeframes.
- Assist individuals and families in identifying, obtaining, and coordinating services and supports necessary to meet identified goals and needs.
- Link individuals and families to medical, behavioral health, educational, vocational, residential, financial, recreational, and community resources.
- Advocate on behalf of individuals to ensure access to appropriate services and supports.
- Assist individuals and families in developing and expanding natural and community support networks.
- Conduct ongoing monitoring of services to ensure quality, effectiveness, appropriateness, and compliance with established plans.
- Complete reassessments and follow-up activities to evaluate progress toward goals and document outcomes.
- Maintain regular contact with individuals, families, providers, and community partners to support effective service coordination.
- Attend and participate in interdisciplinary team meetings, provider meetings, care planning meetings, and other required conferences.
- Complete all required documentation, reports, billing records, service notes, and case records in accordance with agency, Medicaid, and DMH requirements.
- Prepare narrative, statistical, and program reports as requested.
- Maintain a minimum productivity standard of five (5) billable hours per workday, averaging one hundred (100) billable hours per month.
- Attend required trainings, workshops, conferences, and continuing education activities.

- Protect confidential client information and maintain compliance with HIPAA and all applicable regulations.
- Perform other duties as assigned by the supervisor or agency leadership.

Knowledge, Skills, and Abilities:

- Knowledge of case management principles, person-centered planning, and intellectual and developmental disability services.
- Knowledge of Medicaid-funded services, community resources, and support systems.
- Strong organizational, communication, customer service, and problem-solving skills.
- Ability to manage multiple priorities, meet deadlines, and maintain accurate documentation.
- Ability to exercise sound judgment and work independently while maintaining professional standards.
- Proficiency with electronic health records, Microsoft Office applications, and related technology systems.
- Ability to establish and maintain effective working relationships with individuals served, families, providers, community partners, and agency staff.
- Ability to maintain confidentiality and comply with regulatory and ethical standards.

Physical Requirements:

- Ability to sit, stand, walk, bend, and travel throughout the service area during the workday.
- Ability to conduct home visits, community visits, and meetings in a variety of settings.
- Ability to communicate effectively in person, by telephone, and through electronic communication.
- Ability to operate a computer and standard office equipment for extended periods.
- Must be able to perform the essential functions of the position with or without reasonable accommodation.

Acknowledgement:

I acknowledge that I have received and reviewed this job description and understand the duties, responsibilities, and expectations of this position. I understand that this description provides a general overview of the position and is not intended to include every duty or responsibility that may be assigned. I further understand that this job description is not an employment contract or disciplinary document and that additional duties may be assigned as needed. Central Alabama Wellness is an equal opportunity employer and does not discriminate on the basis of any protected status under applicable law.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____