

## **JOB DESCRIPTION**

**TITLE:** Recovery Care Manager

**FUNCTION:** Provides Recovery Services Management for the Medicaid Specialized Recovery Services Program (SRSP)

**A. ESSENTIAL DUTIES AND FUNCTIONS:**

1. Conducts contacts with individuals/caregivers by program specifications to monitor the delivery of all services in the individual's all services plan.
2. Assists individuals in gaining access to any necessary services regardless of funding source which enables individuals to remain in their community living arrangement.
3. Conducts annual and event-based assessments of an individual's eligibility according to program specifications.
4. Verifies individual's eligibility requirements including but not limited to residing in a community-based setting and behavioral health diagnoses.
5. Authorizes amount, scope, and duration of waiver services.
6. Coordinates provision of the Specialized Recovery Services Program and other services included in the all services plan.
7. Schedules and facilitates interdisciplinary team meetings for individuals.
8. Educates individuals/caregivers within the scope of knowledge by providing health education or information about community resources.
9. Adheres to the reporting requirements for incidents and prevention from harm planning.
10. Maintains ongoing contact with service providers/subcontractors to monitor service delivery and resolve service provision problems.
11. Maintains contact with informal caregivers to obtain necessary information and coordinate formal and informal services.
12. Maintains all appropriate documentation in formats prescribed by AOoA, Care Source, and the Ohio Department of Medicaid (ODM) and completes work within established time frames.
13. Attends and participates in all required meetings and training to maintain and improve job skills.
14. Assists with and completes special projects and activities as assigned.
15. Prepares state hearing documentation and participates in state hearings.
16. On-call responsibilities as assigned.
17. Understands and complies with the Agency's Conflict of Interest Policy and requirements for related disclosure(s).
18. Maintains job functions as provided by and unique to this distinct work unit, separate from other units and reporting up a separate supervisory chain.
19. Conducts initial assessment and determines eligibility for the Specialized Recovery Services Program.
20. Provides and promotes excellent customer service to internal and external customers.
21. Takes responsibility for exhibiting behaviors that contribute to service excellence.
22. Performs duties with respectful communications & behaviors.
23. Maintains strict confidentiality of consumer information according to HIPAA, Agency, and ODM Rules and Policies.
24. Represents the Area Office on Aging at community and special events as requested.
25. Other duties as assigned by supervisor.

B. Required knowledge, skills, and abilities

1. Ability to relate well with all individuals, community agencies, Care Source, and ODM staff.
2. Understanding of home and community-based service delivery systems and community resources.
3. Ability to travel in a multi-county service area and access private homes and facilities, which may not be readily accessible.
4. Duties also involve carrying a laptop and files weighing up to 20 pounds into private homes and facilities which may not be readily accessible.
5. Strong verbal and written communication skills as well as the ability to communicate professionally, respectfully, positively, effectively, and in a proactive manner.
6. Knowledgeable in Microsoft Word and Excel.
7. Successful completion of orientation training.
8. Ability to make sound decisions and demonstrate critical thinking skills.
9. Ability to prioritize, organize and maintain accuracy in a flexible job environment.
10. Knowledge of issues affecting people with severe and persistent mental illness and community-based intervention/resources for those individuals.
11. Reliable transportation, insurance, valid driver's license, and the ability to satisfactorily undergo a Motor Vehicle Record check (MVR) on at least an annual basis.

AUTHORITY AND RELATIONSHIPS:

This position reports directly to a Care/Recovery Manager Supervisor. This position has no supervisory authority.

POSITION QUALIFICATIONS:

Registered Nurse (RN), or Licensed Social Worker (LSW or LISW) licensed to practice in the State of Ohio or a Bachelor's Degree in Counseling, Psychology, or related field, and a minimum of three (3) years prior experience in Home and Community Based Services or case management.

SPECIAL REQUIREMENTS AND CONDITIONS:

This position shall be terminated if funding is not available for the SRSP program. This position requires a criminal background check and drug screen.

*This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required for the position. This description shall not be construed as declaring the specific tasks and responsibilities. It is not intended to limit, or in any way modify the rights of any supervisor to assign, direct, and control the work of employees under supervision. The use of this particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of a similar kind or level of difficulty.*