



**Ardmore Enterprises**  
**Full-Time Internal Case Manager (PCP Specialist)**  
**Lanham, MD**

Are you interested in supporting people and helping them plan their goals and dreams?  
Do you embrace person-centered thinking?  
Do you have the determination, communication, and advocacy skills to go above and beyond to help others?  
If your answer is yes, then we have the perfect position for you here at Ardmore!

**WHO WE ARE**

Ardmore has been growing dreams and empowering people with intellectual and developmental disabilities in Prince George's County, Maryland and the surrounding region since 1963. Our person-centered approach to support is rooted in the belief that every person, regardless of his or her differing ability, has the right to have control over their own life. At Ardmore, we promote choice, responsibility, maximum self-sufficiency and being IN-COMMUNITY-TOGETHER.

**WHAT YOU WILL DO**

As the Internal Case Manager (PCP Specialist) you will be responsible for ensuring that all the support needs of a person receiving services are met by developing the agency's plan to meet the person's choices as articulated in their Person-Centered Plan. The ICM is accountable for Ardmore's responsibilities concerning the creation of the Person-Centered Plan. The ICM functions as an expert in person centered thinking philosophy and its tools. They are responsible for all reporting, goal submission, monitoring documentation including on-going program data, as well as the monitoring of the established goals and the implementation of various plans.

You will also do the following as the Internal Case Manager (PCP Specialist):

- Maintain strong and effective working relationships with families, guardians, friends, community coordination staff and other program staff for the individuals we support.
- Function as an expert in the philosophy of person-centered thinking and use of PCT tools. Consult with staff during all phases of the person-centered planning process particularly during the assessment and goal planning phase.
- Provide staff and home providers with information about community resources for the people served.
- Consult with managers and supervisors who train staff how to implement Person-centered plans, goals, and maintain data and documentation.
- Ensure that the supports needed for each person is consistent with the resources provided and funding during the Person-Centered Planning with the CCS agency.
- Participates in all internal assessments for people as well as taking a lead role with external assessments, such as the Supports Intensity Scale.

- Monitor program implementation by checking records, reviewing data regularly, observing staff and interviewing people supported, staff and relevant others.
- Train staff as to Ardmore expectations regarding people served and the philosophy and practices of person-centered thinking.
- Establish and maintain and keep current the records of all individuals who receive support emphasizing digital databases but including paper records as well as.
- Consults with managers and supervisors who train direct care professionals and others, how to document and keep data, and access and utilize database records.
- Participates in Incident Reporting and investigations and may assume some responsibilities in the area of providing documents or directions to obtain documents as requested for investigations.
- Particularly with the above listed duties, and in regard to all aspects of the Person-Centered Plan and its processes, satisfies all regulatory requirements, such as COMAR and CMS HCBW regulations, agency policies and grant directed obligations.
- Maintain ongoing positive communication with DDA, community coordination agencies, and other service providers on behalf of people being served.
- Coordinate and support with benefits and financial matters, acting as a benefit advisor to the person.
- Advocate for the people we support as well as promote self-advocacy on all levels.
- Model current and appropriate language when referring to Ardmore services and those who are utilizing its services.

### **Other Skill Areas**

- Coordinate community-based social, recreational, and programmatic activities of individuals served, consistent with support plans.
- Cultivate and maintain a strong and positive team culture.
- Must be confident and comfortable working in the field independently.

### **WHAT YOU WILL BRING**

- Bachelor's Degree in the Human Services field.
- Should have 3-5 years case management experience.
- Interest or passion of supporting people with intellectual and developmental disabilities in achieving their dreams/goals required.
- Must have a valid driver's license, as the position requires regular travel throughout assigned region.
- Must have excellent time management and customer service skills.
- Strong ability to think creatively and develop strong internal and external relationships and resources is required.
- Must have strong computer skills to operate internal as well as external databases in a superlative manner.

- Develop knowledge of Social Security, SSI, and other benefits and regulations germane to the field.
- Knowledge of ASL a plus.

## **WHY YOU'LL LOVE ARDMORE**

### **We offer an exceptional benefits package including:**

- \$1000 Sign-On Bonus
- \$250 Employee Referral Program
- Generous Vacation and Sick Leave (full-time and part-time eligibility)
- 403B Retirement Plan Match (Up to 6%)
- 10 Paid Holidays and 2 Floating Holidays
- Employee Discounts (Groupon, Six Flags, Touro University, Hertz car rentals, AMC Theaters Dell computers, etc.)
- Paid On-site Trainings!
- Work in a hybrid environment combining in office and remote work is required. Current requirements are at least 3 days in office.

And much more!

Ardmore Enterprises does have a mandatory COVID-19 vaccination policy. All employees are required to have the vaccination or have started the vaccination process prior to hiring. Unless a religious/medical exemption is requested.

Ardmore Enterprises is an Equal Opportunity Employer. We welcome and encourage diversity, equity, and inclusion in the workplace regardless of race, disability, gender, religion, color, age, national origin, genetics, sexual orientation, gender identity, or veteran status.

**Salary: \$54,000 annually. Negotiable based on education and experience.**