



*Ardmore ... Empowering people with intellectual and developmental disabilities
since 1963 because every person has value and the right to choose the direction of their life!*

Internal Case Management (PCP Specialist)

FUNCTION

The Internal Case Manager (PCP Specialist) is 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. They serve as clinical facilitators by providing, coordinating, monitoring, advocating, negotiating, and referring for support services.

DUTIES AND RESPONSIBILITIES

- 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.
- Maintain strong and effective working relationships with families, guardians, friends, community coordination staff and other program staff for the individuals we support.
- 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 and 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. May occasionally assume total responsibility in the area.
- Satisfy all regulatory requirements, such as COMAR and CMS HCBW regulations, agency policies and grant directed obligations.
- Professionally represent Ardmore at meetings and functions of contractor agencies and industry events.
- 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 supported.
- Promptly and actively participate in required training and professional development opportunities.
- Advocate for the people we support as well as promote self-advocacy on all levels.
- Demonstrate a strong understanding and dedication to Ardmore's mission. Actively promote and represent organization's philosophy through all interactions with both internal and external customers.
- Model current and appropriate language when referring to Ardmore services and those who are utilizing services.
- Works closely with Quality Enhancement in evaluating programs and establish new systems.
- Increase community awareness of Ardmore and the services we provide.
- Performs all other duties as assigned necessary to fulfill the mission of Ardmore.

REQUIREMENTS

- Bachelor's degree in Human Services or Communication or High School Diploma with equivalent experience in the field
- Minimum three (3) years working with the IDD population desired
- Must have a valid driver's license and daily access to reliable personal transportation, and drive the people we support as necessary, to fulfill the duties and responsibilities of the position. Requires regular travel throughout assigned geographical area.
- Become thoroughly trained in person centered thinking.
- Interest in or passion of supporting people with intellectual and developmental disabilities in achieving their dreams/goals required.

COMPETENCIES

- 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 be confident and comfortable working in the field independently.
- Must have strong computer skills to operate internal as well as external databases in a superlative manner.
- Must be comfortable advocating for others

- Knowledge of ASL a plus.

REQUIRED CONDITIONS of EMPLOYMENT

- Must be able to drive and possess a good driving record.
- Must meet eligibility for employment in the United States. Appropriate I-9 documentation must be provided on first day of employment.
- Must have a clean criminal history.
- Must be able to pass a drug screening.
- Knowledge of augmentative communication strongly preferred.
- COVID-19 Considerations: Ardmore Enterprises currently has implemented a mandatory COVID-19 vaccination policy. All employees are required to have started the vaccination process prior to hiring. Unless, a religious/medical exemption is requested.