



JOB DESCRIPTION

Job Title	Service Advocate (Case Manager)	
Agency Department	Targeted Case Management	
FLSA Classification	Non- Exempt (Fulltime)	Hourly
Controls over the position	The Service Advocate reports to their assigned team TCM Supervisor	
Essential Designation	Essential as defined by DD Resources (DDR) ¹	
General Purpose:	The role of the Service Advocate (Case Manager) is an ongoing service that provides support to individuals who have intellectual disabilities. Individuals are assisted with identifying their needs. Case managers then link them to the appropriate community-based services.	
Date Modified	5/2021	

I. ESSENTIAL DUTIES:

1. Develop, in cooperation with the individual, the family and provider agencies- an appropriate person-centered plan for each customer. Includes adherence to state timelines for the ISP and required documentation.
2. Manage the authorization and coordination of services as identified during the intake process. Includes adherence to intake timelines and required documentation.
3. Maintain regular face-to-face contact timelines with consumers for the coordination of services.
4. Document service delivery by way of case notes, within the specified timelines.
5. Submit accurate and qualifying TCM billing for Medicaid reimbursement within the specified timelines.
6. Assist the consumer with maintaining Medicaid benefits per Medicaid Reinvestigation Forms, assistance with appeals, etc.
7. Maintenance of files of all consumer-specific documentation generated. Includes ensuring consumer demographic records are current, as required by agency practice (i.e., eligibility form).
8. Ensure compliance with state and federal safety, licensure, funding, and accreditation standards. This includes maintaining accurate consumer records.
9. Monitor services by providers to ensure that the terms of the authorization are being fulfilled, services are being delivered in a quality manner and the customer is satisfied with the service. Includes adherence of guidelines, timelines and documentation associated with Medicaid Waiver, EMAP, etc. services.
10. Completes quarterly review and reports related to outcomes noted in consumer ISP.
11. Partner with individuals, providers, the community, schools, governing entities and other funders to further resource options and advocacy for consumers.
12. Partner with fellow department team members to ensure appropriate coverage and service delivery, as it pertains to the Flex Program and the On-Call system.

II. SECONDARY DUTIES:

1. Attend and participate in all staff, department, and team meetings as scheduled
2. Participate in the On-Call Schedule as assigned (during regular business hours).
3. Assist with special projects and assignments
4. Respond to all phone calls/voice mails and consumer/agency requests in a timely manner
5. Other duties as assigned

¹ Staff members with positions that are designated by DDR to be critical to the continuation of key operations and services in the event of an office closure, at the discretion of the Executive Director.

MISSION

*To ensure individuals with developmental disabilities in the City of St. Louis
Have quality services, choices, and inclusion.*



St. Louis Office for
Developmental Disability Resources
2121 Hampton Avenue
St. Louis, MO 63139

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III. **SKILL & ABILITIES REQUIRED:**

The Service Advocate will communicate with DD Resources staff, DMH staff, public officials, consumers, parents, and agency personnel. An ability to work cooperatively and effectively with the above-named individuals and consumers is required.

This position requires an ability to maintain documentation and reports in compliance with Medicaid standards. Knowledge of federal, state, and local service delivery systems is essential to this position as well as the ability to develop and carry out Individual Support Plans for consumers and their families.

This position also requires extensive travel to homes, schools, agencies, etc. Must have car and/or ability to travel independently (proof of insurance required). In-home visits are vital to this function.

English-language proficiency required in order to interact with established service recipients

IV. **EDUCATION & EXPERIENCE REQUIREMENTS:**

The Service Advocate/Case Management staff must meet **ONE** of the following minimum requirements:

- A Human Services related Bachelor's degree from an accredited college or university in one or a combination of the following: *Elementary or Secondary Education, Special Education, Early Childhood Education, Psychology, Social Work, Sociology, Counseling, Speech-Language Pathology or Audiology, Occupational Therapy, Physical Therapy, Nursing, or other specialties in the field of human services*; **OR**
- A Human Services related Master's degree from an accredited college or university in one or a combination of the following: *Elementary or Secondary Education, Special Education, Early Childhood Education, Psychology, Social Work, Sociology, Counseling, Speech-Language Pathology or Audiology, Occupational Therapy, Physical Therapy, Nursing, or other specialties in the field of human services*; **OR**
- A Non-Human Services Bachelor's degree from an accredited college or university **AND four or more years** of professional experience in social work, special education, psychology, counseling, vocational rehabilitation, physical therapy, occupational therapy, speech therapy, a closely related area or providing direct care to persons with developmental disabilities; **OR**
- A Non- Human Services Master's degree from an accredited college or university **AND two or more years** of professional experience in social work, special education, psychology, counseling, vocational rehabilitation, physical therapy, occupational therapy, speech therapy, a closely related area or providing direct care to persons with developmental disabilities

Additional Knowledge and Experience Preferences: Knowledge of working with people from varying socioeconomic backgrounds and levels.

V. **COMPUTER EQUIPMENT & SOFTWARE REQUIREMENTS:**

-TCM Case noting & Billing Software/ Program

- Microsoft Office Suite



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VI. WORKING CONDITIONS/ ENVIRONMENT REQUIREMENTS:

- A) Environmental (tools, machinery, exposure to chemicals, noise levels, etc.):**
Personal Computer, printer, camera printer, facsimile, copier, scanner, and office telephone.
- B) Physical (i.e., heavy lifting, standing or sitting for extended periods; manual dexterity, walking, pulling, etc.):** *Physical requirements of extended periods of sitting, some bending and standing, this position would encounter frequent use of steps and other obstacles to accessibility. This position requires the ability to ambulate and navigate narrow passageways and non-accessible architecture of buildings.*

Weight Category: Light to Medium
Lift Up to 10 lbs. to 25 lbs. frequently
Lift Up to 20 lbs. to 50 lbs. occasionally and/or Frequent walk/stand & Constant push/ pull

ACKNOWLEDGEMENT: I have received, reviewed and fully understand the job description for Service Advocate. I further understand that, with or without accommodations, I am responsible for the satisfactory execution of the essential functions described therein.

Disclaimer

The above statements are intended to describe the general nature and level of work performed by employees assigned to this position. It is not designed to contain or be interpreted as a comprehensive list of all duties, responsibilities, and qualifications. DD Resources reserves the right to amend and change responsibilities to meet business and organizational needs as necessary.

Equal Opportunity Employment– The hiring, assignment and promotion of Employees shall be based on qualifications and abilities, without regard to characteristics protected by federal, state and local regulations (race, color, ethnicity, religion, national origin, ancestry, gender, sex, sexual orientation, age (40 or older), disability, genetic information, military/veteran status and familial status.