

Case Manager (CM) Job Description – Outreach-Focused

Position Schedule and FTE	Full-Time (FT), primarily Monday–Friday, 1.0 FTE, with occasional evening or weekend hours for outreach events and community meetings
Reports To / Supervises	Reports to Executive Director
Educational Requirements	Bachelor’s degree (BA/BS) or higher required
Training and/or Certification Requirements	Certified Brain Injury Specialist (CBIS) or Qualified Brain Injury Support Provider (QBISP) required (training provided if needed); Person-Centered Planning and required brain injury-specific trainings within designated timeframes; All agency-required trainings
Background Check Required	Yes
Role in Internal Financial Controls (if any)	Makes approved purchases
Member Transportation Responsibilities	Yes
Primary Core Service Provision Area	Case Management
Location	Community-based, facility-based, and remote
Benefits	FT Employee monthly benefit stipend (\$650); Holiday and vacation pay (12 PTO days/year in Years 1–5); 10 paid holidays
Pay (Annual)	\$47,840/year

Position Summary

The Case Manager provides **person-centered, community-based case management services** to survivors of acquired brain injury across a rural, multi-county service area. This role places a **strong emphasis on outreach, relationship-building, and independent field work**, with responsibility for both service delivery and expansion of access to services in underserved communities.

The Case Manager plays a key role in **building and maintaining caseloads** in the Northern Neck and Middlesex region through proactive engagement with referral sources, community partners, and individuals not yet connected to services.

Primary Service Area

Northern Neck & Middlesex Counties, including Lancaster, Richmond, Westmoreland, Northumberland, and Middlesex.

Core Responsibilities

- Provide case management services to survivors of brain injury, including intake, assessment, person-centered planning, goal development, and ongoing monitoring
- Actively engage in **community outreach**, including building and maintaining relationships with referral sources, service providers, local agencies, and community stakeholders
- Identify and engage individuals not yet connected to brain injury services and support their entry into appropriate services
- Coordinate services and supports; assist individuals directly as needed; ensure continuity of care
- Conduct home visits, community-based meetings, and appointment accompaniment as appropriate
- Advocate on behalf of individuals served and support informed decision-making
- Maintain accurate, thorough, and timely documentation in required data systems
- Communicate regularly with the Clinical Director and relevant staff regarding services, needs, and outcomes
- Participate in community coalitions, outreach events, trainings, and provider meetings as directed
- Transport individuals served as needed, including follow-up support
- Assist with accreditation readiness and ongoing compliance activities
- Complete all other duties consistent with high-quality, survivor-centered case management

Outreach & Independent Work Expectations

- Ability to work independently in rural areas and manage a geographically dispersed caseload
- Comfort conducting in-person outreach, presentations, and follow-up with community partners
- Use of creative and flexible engagement strategies to meet people where they are

Additional Requirements

- Valid driver's license and approval by agency vehicle insurer
- Ability to work occasional evenings or weekends for outreach or community events
- Ability to lift up to 50 lbs occasionally and assist with wheelchair securement as required

Work Environment & Professional Expectations

All staff members are responsible for maintaining a clean, safe, and respectful environment and for upholding the agency's survivor-centered philosophy. Survivors of brain injury are to be treated with courtesy and respect at all times and are always the agency's first priority.

All staff, unless otherwise stated, are responsible for direct participant supervision, basic cleaning, required documentation, and additional duties as directed.