



Job Description

Position Title: Case Manager / Brain Injury Support Specialist (CM/BISS)
Original Date: April 2026
Revision Date:
Job Category: Full-Time, Exempt

Definition

Under the supervision of the Program Director, this dual-role provides comprehensive, person-centered services to individuals affected by brain injury. The Case Manager / Brain Injury Support Specialist combines traditional community-based case management with direct functional skills support and community reintegration services. The CM/BISS coordinates resources, develops individualized service plans, and delivers hands-on skill-building supports to enable clients to function as independently as possible in their home environments and communities.

Distinguishing Characteristics

Within the context of the policies and procedures governing Brain Injury Connections of the Shenandoah Valley (BICSV), the CM/BISS must practice person-centered, community-based principles while balancing coordination and planning functions with direct service delivery. This position requires strong assessment skills across both case management and functional living domains, as well as superior time management, communication, and interpersonal skills. The CM/BISS engages in frequent interaction with clients, families, BICSV staff, and other professionals, and must maintain the confidentiality of all client information.

Responsibilities and Essential Job Functions

Guided by the mission and values of Brain Injury Connections of the Shenandoah Valley, the CM/BISS is responsible for the following duties, which are representative but not all-inclusive:

Client Intake and Assessment

- Conduct comprehensive intake evaluations, including all required documentation and records from outside sources.
- Assess client strengths, needs, family and community support systems, and assistive technology needs.

- Conduct initial evaluations of the client's functional abilities in activities of daily living (ADLs), instrumental activities of daily living (IADLs), community independence, and social and leisure planning skills.

Case Management

- Develop Individualized Service Plans (ISP), review, and update per BICSV policy.
- Support clients in developing their own goals using a person-centered approach.
- Identify, coordinate, and monitor goal-directed community services; visit active clients at required intervals.
- Advocate for individuals with disabilities and their caregivers by establishing collaborative partnerships with family members, service providers, employers, and other members of the client's support team.

Direct Support Services (BISS)

- Provide intensive one-to-one support in clients' homes and community settings to build independence.
- Develop, teach, and implement personalized strategies to support the client in community integration, recreational and social participation, daily living and functional skills, and pre-vocational activities.
- Help the client develop a personalized plan to work toward their goals, while building and strengthening compensatory strategies that support functioning at the highest level possible.
- Evaluate assistive technology needs in coordination with the client and support team; coordinate assessments and assist with procurement of equipment as needed.
- Review, with the client and other support team members as appropriate, the client's goals and plans in accordance with BICSV policy (i.e. a minimum of every 90 days) to ensure services are appropriate and adjusted as needed.
- Operate a personal vehicle to travel to client homes and community settings as required to deliver services.

Documentation and Compliance

- Meet expected productivity and maintain caseload requirements as established.
- Maintain documentation of all client interactions in the agency database within the required deadlines, including progress notes such as client advancement in daily living skills, functional abilities, recreational and leisure activities, and social skills development.
- Adhere to all organizational and James Madison University affiliation policies and procedures.
- Assist with ensuring that BICSV meets all regulatory requirements, including but not limited to CARF (Commission on Accreditation of Rehabilitation Facilities).
- Maintain a safe and healthy work environment.
- Attend and participate in all required internal meetings and trainings.

Communication and Technology

- Communicate effectively both orally and in writing with clients, families, staff, and community partners.

- Use computers, internet, telephone, and other technology effectively to carry out job duties and documentation requirements.
- Demonstrate effective time management and organizational skills.

Non-Essential Functions

- Identify, organize, and participate in community outreach activities, health and resource fairs, fundraising and advocacy events, and coalition building.
- Develop referral sources; provide Crisis Intervention Training for first responders.
- Assist with the development and/or facilitation of support groups.
- Attend professional development activities, rehabilitation associations, and networking events as appropriate.
- Assist the Program Director in developing training materials, providing in-service trainings, and onboarding new staff.
- Assist with the oversight of student interns.
- Perform other duties as assigned.

Qualifications

Education and Experience

- Minimum of a Bachelor's Degree required in Social Work, Human Services, Rehabilitation, or a related field; an MSW or other relevant Master's Degree preferred.
- Two or more years of documented experience working directly with individuals with brain injuries preferred.
- One year of case management experience and/or professional licensure preferred.

Required Knowledge and Skills

The CM/BISS must demonstrate knowledge of: brain injury and its effects on survivors, families, and communities; principles of case management and independent living; supportive counseling techniques; the Americans with Disabilities Act (ADA); medical terminology; compensatory strategies for acquired brain injury; person-centered planning principles; safety and prevention procedures; community agencies and resources; and social and recreational planning.

Certifications and Licensure

- Obtain Qualified Brain Injury Specialist (QBIS) certification within 6 months of hire.
- Certification as a Certified Brain Injury Specialist (CBIS), or a documented 24-month action plan to acquire this certification, is required.
- Obtain certification in CPR and First Aid within 2 months of hire.

- Maintain all required certifications in good standing and demonstrate ongoing professional development related to brain injury services.
- Valid driver's license, satisfactory driving record, and reliable access to a personal vehicle required.

Additional Requirements

- Personal computer and smart-phone proficiency; ability to read, write, and proofread at a professional level.
- Ability to work with minimal supervision; possess strong problem-solving, reasoning, and time management skills.
- Must submit to and pass a criminal background check prior to employment.

Physical Demands and Working Conditions

This position requires frequent driving, walking, standing, sitting, stretching/reaching, hand/finger dexterity, talking, and hearing – in person, by telephone, and through internet/computer access – as well as near and far visual acuity. The role occasionally involves bending, stooping, and climbing. Lifting up to 50 lbs. with or without assistance is performed occasionally; lifting up to 10 lbs. without assistance is required frequently.

Travel is required, including visits to client homes and community settings. Due to the community-based nature of this role, there may be minimal exposure to adverse environmental conditions such as smoke and the presence of pets.

Equal Opportunity Employer | Drug-Free Workplace

Brain Injury Connections of the Shenandoah Valley is committed to equal employment opportunity and prohibits discrimination in recruitment, selection, and all terms and conditions of employment on the basis of race, sex, color, national origin, religion, sexual orientation, gender identity, age, veteran status, political affiliation, genetic information, disability, or any other characteristic protected by applicable federal, state, or local law.

Brain Injury Connections of the Shenandoah Valley maintains a drug-free workplace in accordance with the Drug-Free Workplace Act.