



Job Description

Job Title: Case Manager (CM)
Department: Behavioral Health
Reports To: Clinical Supervisor
FLSA Status: Non-Exempt (Bargaining Unit)

SUMMARY: This position is designed to provide community support and advocacy to persons diagnosed as mentally ill. Under the direction of the clinical supervisor, the job function shall be performed by a Therapeutic Behavioral Services Worker (TBS), or a Psychosocial Rehabilitation Worker (PSR), or a Community Psychiatric Support Treatment Worker (CPST). The individual aspects of the job will be assigned to the Case Manager according to their Credential, Academic Degree, and/or Experience in the field. The employee will devote at least twenty (25) hours per week to community support services, working primarily in outreach to clients.

CORE COMPETENCIES:

- Basic interviewing skills
- Computer literacy and ability to type 45 wpm
- Ability to engage clients in facilitation of treatment
- Ability to identify client needs and develop an individualized service plan to address them
- Ability to advocate for and link client with needed services
- Coordination and facilitation of needed services
- Good communication skills – both verbal and written
- Time management skills
- Ability to recognize symptoms of mental illness and develop a plan of management which may include other team members
- Crisis management and problem resolution skills
- Respectful of client rights and confidentiality and values professional ethics
- Ability to work effectively with diversity both with clients and co-workers, including interdisciplinary teams

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

TREATMENT / SERVICE PLANNING: Coordinates and participates in the development of the client's Individual Service Plan (ISP). Works with the client to develop a strength-oriented treatment/service plan geared to provide the client with the resources necessary to achieve specific goals. Includes family and/or significant others throughout as appropriate. Coordinates and/or schedules clients for necessary evaluations and assessments.

Provides or ensures the provision of all necessary Case Management services as identified on the ISP, with the objective of maximizing the client's independent functioning and productivity. Reviews the Treatment/Service Plan quarterly in order to respond to emerging client needs/progress.

CRISIS STABILIZATION: Provides assistance and support in crisis situations involving the person served. Intervenes and helps to stabilize the client. CPR/First Aid certification required to perform crisis intervention.

FAMILY AND SIGNIFICANT OTHER SUPPORT: Consults with the client's family or significant others as appropriate.

INDIVIDUAL INTERVENTIONS, SYMPTOM MONITORING, AND SELF-MANAGEMENT: Provides on-going monitoring, support, and training in self-care, social integration, skill-building and health maintenance. Works with clients to identify and mobilize supports that will be responsive to identified needs. Helps to identify and minimize problems which interfere with the client's financial management, healthy personal development, and school or job performance.

Engages the client in a variety of activities which focus on relationships with families and others. Intervenes to enable the client to develop community coping skills, build interpersonal relationships and adapt to home, school

and work. Maintains close contact with clients in order to monitor their response to services, their environment, and their medication regimen.

PROCUREMENT AND MAINTENANCE OF ESSENTIAL COMMUNITY RESOURCES: Provides direct assistance in obtaining and retaining community resources that include entitlements (Medicaid, Medicare, etc.), housing, vocational training, food and other basic resources. Helps clients to access resources from other agencies and organizations. Makes referrals, ascertains linkage, and advocates for services when barriers are encountered.

HOSPITAL-BASED INTERVENTIONS: Makes service to clients in psychiatric hospitals a priority. Participates in hospital discharge planning and early intervention strategies with community follow-up.

CLIENT SELF DETERMINATION: Offers the client choices based upon the client's values, personal preferences and strengths. Works with and for the client and helps to empower him/her in making life decisions.

COMMUNITY OUTREACH AND ACCESSIBILITY: Serves clients in various environments such as correctional facilities, homeless shelters, adult care facilities, etc. Uses outreach to provide the range of community support services needed.

RECORD KEEPING AND DOCUMENTATION: Maintains daily records of service, progress notes for assigned client in accordance with required record keeping policies and procedures. Ensures client confidentiality consistent with client rights and all applicable policies and laws.

SUPERVISION AND TEAM MEETINGS: Prepares for and attends all required meetings. Attends related, approved workshops and seminars. Participates in on-going training on community support services to improve skill level.

Engages in activities to promote the agency mission and to achieve community support services goal and objectives.

ESSENTIAL KNOWLEDGE AND SKILLS: Must manifest a commitment to community support program philosophy and standards and have the ability to foster an environment that supports recovery for persons served. Should possess a working knowledge of available community resources. Must be able to work with a minimum case load community support service: 50:1 system ratio. Capable of working with multi-needs clients requiring specialized services: elderly, aggressive, dependent care, dually diagnosed, etc. Competent to maintain agency standards of productivity and deliver expected and expressed client outcomes. Effective time management essential while working independently. Able to effectively communicate with other service providers and people at various socio/economic levels. Effective written and verbal communication skills required.

QUALIFICATIONS: Bachelor's degree in Social Work, Psychology, Sociology or related social service field required. At least one year of experience in a mental health organization with a background in behavioral health or substance abuse treatment and/or prevention. Experience required in the delivery of culturally relevant and specific services.

Must be available to see clients during critical times, including evening and weekends. Valid Ohio driver's license with less than four (4) points on driving record, a working vehicle, and current automobile insurance which meets state minimum requirements.

ESSENTIAL JOB REQUIREMENTS: The following are requirements of this job and must be met and maintained at all times during employment in this job:

1. Ability to pass a drug and alcohol screen per the drug free workplace policy
2. Ability to pass criminal background security screenings as required by regulations/laws related to: a) performing the essential duties of this job; b) working in and accessing partner institutions such as the criminal justice facilities, school, residential facilities, etc., c) working in and accessing a MTHSS institution such as a childcare center, residential center, or senior center, etc.
3. Possession of all valid professional licenses required by regulations/laws and accreditation related to performing the essential duties of the job.
4. Possession of a valid Standard Care Agreement if applicable to this job.

5. Possession of a valid Ohio driver's license with less than four (4) points on driving record
6. Possession of an automobile drivers insurance policy that meets state minimum requirements
7. Possession of an automobile with valid plates which meet state requirements
8. Ability to perform the following for extended periods, periodically and frequently: a) Lift a minimum of 10 lbs., b) Stoop, c) Kneel; d) Bend; e) Feel; f) Walk; and g) Stand.
9. Remain free from being listed by a State, County, City or federal organization as excluded, debarred, suspended, or otherwise ineligible to participate in government funded programs including but not limited to Medicare, Medicaid, Childcare Vouchers, Senior Services, Child Welfare or other.
10. Remain free from being listed on the Department of Health and Human Services Office or the Inspector General Cumulative Sanctions Report;
11. Remain free from being listed on the General Services Administration List of Parties Excluded from the Federal Procurement and Non-Procurement Programs.

I have received and understand my job description:

Employee Name

Date

Director/Manager/Supervisor

Date