



Cow Creek Government Office

Position Description

Position Title: Case Manager

Department: Behavioral Health

Reports To: Behavioral Health Manager

FLSA Designation: Non-Exempt

POSITION PURPOSE:

Case Manager is responsible for managing referrals from Behavioral Health. Entails assessing client needs, developing, implementing and reviewing individual service & support plans (ISSP). Case Manager would be working with Cow Creek Behavioral Health, primary care providers & other community agencies/resources in meeting/achieving client service needs.

ESSENTIAL FUNCTIONS:

- Accepts newly assigned cases in which the diagnostic intake and ISSP has been completed by a licensed BH Clinician. Provides on-going support and/or case management functions to help the Behavioral Health (BH) Clinician with the client problems and barriers in accordance with the identified goals and objectives strategies identified within the ISSP.
- Participates as directed by the BH Manager in approved procedures which ensures that all individuals are adequately and appropriately served according to their individual needs and in accordance with existing policies and procedures.
- Provides face to face reviews with the client and/or relevant staff on a regular basis the progress made in reaching service goals so that the ISSP can be modified as necessary to ensure that the goals and objectives are being achieved. The frequency reviews will be determined by relevant requirements.
- Documents all service contacts on a timely basis including face-to-face interviews, collateral and networking contacts, correspondence and maintains the case records in accordance with agency and regulatory standards and requirements.
- Maintains close communication with the consulting Behavioral Health Team and Psychiatrist for input regarding client compliance and alerts these members of staff of any changes in client behaviors which might suggest decompensation and a need for more aggressive intervention.
- Maintains service logs and turns them in on a weekly basis so that staff and client service information can be reviewed by BH clinicians.
- Accomplishes clients' care by assessing treatment needs; developing, monitoring, and evaluating treatment plans and progress; facilitating interdisciplinary approaches; monitoring staff performance.
- Determines clients' requirements by completing intake interviews; determining need for therapeutic medical, psycho-social, and psychiatric evaluations; reviewing therapist evaluations, treatment objectives, and plans.
- Establishes treatment programs by setting schedules and routines; coordinating services being provided; arranging resources, including transportation and escort.

- Communicates clients' progress by conducting weekly interdisciplinary meetings and evaluations; disseminating results and obstacles to therapeutic team and family; identifying treatment influences.
- Prepares clients' discharge by reviewing and amplifying discharge plans; coordinating discharge and post-discharge requirements; orienting and training family members; providing resources.
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Performs other duties as assigned by the supervisor which are consistent with the position and in compliance with agency policies and procedures.

QUALIFICATIONS:

- Must possess a combination of three years mental health department work experience or relevant education, and training which indicates the possession of knowledge, skills, and abilities necessary to perform essential job duties.
- Certified Prevention Specialist preferred, but not necessarily required.
- Qualified Mental Health Associate (QMHA) preferred or ability to become a QMHA.
- Working knowledge of the nature of serious mental illness, SUDs and related treatment modalities, interventions and techniques.
- Knowledge of different types of assessments and their uses in treatment planning.
- Knowledge of consumers' rights, local community resources and service delivery systems such as housing, social, welfare, educational, etc.
- Knowledge of client record documentation requirements and client services plan development and implementation.
- Demonstrated ability to interview and assess clients, using appropriate assessment tools, and observe, record and report on an individual's functioning.
- Ability to read and understand assessments, evaluations, observation, and use in developing treatment plan.
- Identify community resources and services for clients and coordinate provision of services; to establish effective working relationships with internal agency staff as well as with relevant community organizations.
- Interact positively with consumers and their families, work as a team member, communicate effectively, verbally and in writing, to maintain confidentiality, and to work independently under general supervision.