

Job Summary:

The job of Mental Health Case Manager was established for the purpose/s of providing supportive and direct services to high-risk and fragile clients with chronic and severe mental illness. In order to meet the needs of clients, a flexible work schedule including some evenings and weekend work may be required.

Essential Functions:

- ▶ Assesses/Recommends clients for a lower level of care for the purpose of providing effective treatment plans for all clients.
- ▶ Assists with the coordination of treatment including the development of specialized resources, referrals and transportation to treatment providers and specialized services for the purpose of ensuring each client is provided with the specialized services required to assist in their treatment plan.
- ▶ Assists/Coordinates medical follow-up for clients with concurrent medical conditions under the supervision of clinical, medical, or nursing staff for the purpose of assisting clients with their medical care requirements to ensure consistent treatment on various levels of medical needs.
- ▶ Assists/Participates in crisis intervention services over the phone, or in the field for the purpose of providing mental health treatment in the most severe cases to assist in client's needs.
- ▶ Coordinates/Arranges client residential placements for the purpose of safety and essential housing for clients.
- ▶ Develops/Monitors intensive long and short term treatment plans for the purpose of maintaining current level of functioning, or improving or restoring individual, family and community functioning.
- ▶ Develops/Plans presentations for the purpose of educating others to understand the steps necessary for the management of behaviors and the implementation of treatment plans.
- ▶ Documents client progress to maintain a permanent record of client stability, de-compensation and/or progress for the purpose of documenting regiment of treatment and the effectiveness of the mental health treatment plan for current and future treatment.
- ▶ Evaluates/Refers the triage level for referrals to appropriate services for the purpose of implementation of mental health services that are best suited for each individual client and their various levels of treatment.
- ▶ Maintains/Continues case management services of a complex caseload over extended periods of time for various levels of care for the purpose of continuing mental health treatment to various clients ensuring that the best care is provided.
- ▶ Manages complex cases involving unstable clients in the most difficult mental health areas for the purpose of carrying out treatment plans for those clients.
- ▶ Monitors client stability in various aspects of community functioning for the purpose of providing effective treatment plans based on individualized needs of the clients.
- ▶ Prepares/Maintains concise case records, case narratives, reports and documentation for the purpose of documenting and assisting in evaluating the progress of ongoing mental health treatment and providing information that may be requested by other entities.
- ▶ Provides detailed reports for clients for the purpose of providing mental health information to the courts and/or other legal entities.
- ▶ Provides intensive and/or targeted case management services for the purpose of assisting clients in behavior intervention.

Skills, Knowledge and/or Abilities Required:

- ▶ **Skills to:**
 - manage a complex caseload of high-need, chronically mentally ill clients;
 - assist in the development, implementation and monitoring of treatment plans in complex casework areas;
 - evaluate, monitor and support clients' health, medical well-being, personal and community stability;
 - act effectively in stressful situations;
 - research and define problems, collect information, organize and analyze materials, draw valid conclusions and formulate recommendations;
 - gather information through interviews and case files;
 - identify patients' problems and needs and make sound recommendations regarding patients' care;
 - prepare and dictate case records, reports and correspondence using correct grammar, punctuation and spelling;
 - develop and maintain cooperative working relationships with agency staff, community groups and resource agencies;
 - write clear, concise, grammatically correct reports, records and letters;
 - present oral and written reports concisely and clearly;
 - communicate and interact effectively with people of various educational and socioeconomic backgrounds in situations requiring instruction, consultation, counseling or motivation of others;
 - maintain confidentiality of all information and materials;
- ▶ **Knowledge of:**
 - basic principles and techniques of interviewing, counseling, psychotherapy and treatment modalities;
 - law, rules and regulations affecting the work of a mental health and public social services agency;
 - techniques for evaluating and monitoring family situations and problems including psycho-social and health/medical issues sufficient to assist in the development and implementation of treatment plans;
 - case management methods and techniques;
 - effective crisis intervention techniques;
 - local socioeconomic conditions affecting the use of public and private community resources;
 - community resources available to assist clients;
- ▶ **Ability to:**
 - supervise program implementations;
 - communicate both orally, and in writing with family members, support staff and agency personnel;
 - understand and address the needs of children with mental health needs;
 - understand and carry out oral and written instructions;
 - maintain confidentiality of client records and communication;
 - meet schedules and deadlines;
 - read, interpret and apply rules, regulations, and policies;
 - work evenings and some weekends as needed;
 - speak Spanish is desirable;
 - travel in and out of county using own vehicle.

Responsibilities include: working under limited supervision following standardized practices and/or methods; directing other persons within a department, large work unit, and/or across several small work units; and directing the use of budgeted funds within a work unit. Utilization of resources from other work units is often required to perform the job's functions. There is a continual opportunity to impact the Organization's services. The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling; some climbing and balancing; some stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 40% sitting, 30% walking, and 30% standing. The job is performed under minimal temperature variations and in a generally hazard free environment.

Experience Required:

- ▶ Job-related experience within specialized field is required.
- ▶ Two years of experience in mental health case management.

Education Required:

- ▶ Bachelors degree in job-related area.

Certificates, Licenses, Clearances, Testing and/or Bonding Required:

- ▶ Valid California driver's license and proof of automobile insurance.
- ▶ Department of Justice and FBI Fingerprint Response.

FLSA Status: Exempt

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This organization is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, creed, age, gender or disability. Inquiries regarding compliance procedures may be directed to our personnel office.

This organization complies with the Americans with Disabilities Act. Persons with a disability who may need some accommodation in the hiring process should contact our personnel office.

This organization is a Drug and Tobacco - Free Workplace

This organization requires a successful candidate to provide it with employment eligibility and verification of a legal right to work in the United States in compliance with the Immigration Reform and Control Act.