

South Central Human Relations Center

Position Description

Title: Case Manager/CSP & ARMHS Provider	Division/Department: Targeted Case Management
Department: Adult Mental Health Case Management	FLSA Status: Exempt
Reports To: Adult Mental Health Program Manager	Supervises: N/A

SUMMARY

Case management is incorporated with the community support program and is designed to assist people with a serious and persistent mental illness to become independent and functioning members of the community.

Case managers facilitate and broker services to assist clients in the promotion of independent living, and teach and train clients to become more independent.

PRIMARY RESPONSIBILITIES

- 1. Accepts referrals and qualifies clients for receiving case management services.**
 - a) Gathers information about potential clients from referral sources, available documents, etc.
 - b) Ensures that there is proper documentation of serious and persistent mental illness (SPMI) in diagnoses.
 - c) Refers clients to a mental health professional for diagnostic assessment (D.A.) if there is no current diagnosis of SPMI.
 - d) Opens a case management file if there is a qualifying diagnosis for SPMI services and the client is willing to accept and receive the services voluntarily.

- 2. Assesses clients' needs for functioning in the community.**
 - a) Develops an Individual Community Support Plan (ICSP) within 30 days of referral which includes goals, methods of achieving the goals, and a schedule of activities to assist in reaching goals.
 - b) Assures Tardive Dyskinesia assessments have been completed on clients as required annually.
 - c) Reviews ICSP every 180 days for each client.
 - d) Completes a functional assessment (F.A.) for each new recipient of case management. The functional assessment form has been combined with the ICSP form.

- 3. Assists in the stabilizing of client's mental health by brokering services in accordance with their needs.**
 - a) Makes referrals of clients to other providers of services to assist in promoting stable mental health and independence.
 - b) Maintains knowledge of community resources to determine what may be most beneficial for clients.

- c) Assists clients making the transition from hospitals, jails, or residential settings into the community, especially with housing placements or independent living.
 - d) Attends meetings with other providers and the client as deemed necessary.
 - e) Ensures that clients are provided with all available opportunities to keep appointments with service providers.
 - f) Coordinates meetings or communication between providers regarding clients' needs.
 - g) Avoids duplication of services to clients.
- 4. Connects with the clients face-to-face or by telephone as part of client outreach.**
- a) Provides minimum face-to-face contact with clients every 90 days when necessary to maintain their stability, but preferably every 30 days.
 - b) Contacts the client by telephone at least every 30 days.
 - c) Demonstrate support, validation, and positive interactions with clients.
- 5. Coordinates the Community Support Program services and ARMHS as designated in the individual community support plan.**
- a) Receives client input regarding support systems necessary to maintain or reach a state of stability for them.
 - b) Provides an opportunity for clients to independently manage daily living with several options for community support including but not limited to: transportation, independent living skills, adjustment to daily living, vocational, budgeting, applying for benefits, symptom management, crisis assistance, etc.
- 6. Maintains records, files, and bills for services in compliance with Rule 79.**
- a) Documents daily contacts with clients and enters the information into the appropriate file.
 - b) Registers time and effort information on the computer for billing purposes to include the proper coding of each service administered.
 - c) Places all pertinent information and paperwork such as D.A., ICSP, other healthcare information, etc. in the client's chart/file.
 - d) Maintains compliance with HRC and HIPAA regulations regarding confidentiality of data and records.
- 7. Consults and collaborates with colleagues and community providers on a consistent and as needed basis.**
- a) Attends regularly scheduled consultation meetings with colleagues and treatment team.
 - b) Provides information and consultation to care-givers who also are assisting the client, assuming there is a proper release of information.
 - c) Informs/consults with the Supervisor regarding emergency situations.

SECONDARY RESPONSIBILITIES

1. Performs miscellaneous projects and completes various tasks as requested by management.
2. Encourages family members to be part of the programming for each client.
3. Assists in pre-commitment screenings when possible, if asked.

JOB SPECIFICATIONS

Education, Experience and Credentials

- Bachelor's degree in one of the behavioral sciences or related fields from an accredited college or university and has at least 2,000 hours of supervised experience in the delivery of mental health services to persons with a mental illness or completes 40 hours of special training for delivering these services

along with clinical supervision from a mental health professional at least once a week until the 2,000 hours requirement of supervised experience is met; or

- Is a graduate student in one of the behavioral sciences or related fields and is formally assigned by an accredited college or university to an agency for clinical training; or
- Holds a master's or other graduate degree in one of the behavioral sciences or related fields from an accredited college or university and has less than 4,000 hours post-master's experience in the treatment of mental illness.

Level of Access for Electronic Protected Health Information

Clinical Staff

Knowledge, Skills and Abilities

1. Excellent interpersonal communication skills; deals effectively with a variety of people and personalities; communicates clearly and effectively both orally and in writing.
2. Works as an effective and proactive team-player.
3. Able to work independently, showing initiative, and willingness to take charge of a situation.
4. Skilled in identifying and assessing a wide range of clients' needs.
5. Knowledgeable about local and regional community resources and how to access them.
6. Applies effective time management skills in order to meet all deadlines.
7. Demonstrates thoroughness and organizational skills in the workplace.
8. Displays flexibility to meet the Center's and clients' needs in an environment with interruptions.
9. Shows proper etiquette when dealing with clients and other sources.
10. Ability to differentiate between assisting with independent living and enabling clients to remain dependent.
11. Familiarity with standard computer functions and applications.
12. Demonstrates the ability to organize meetings with clients, families, referral sources, etc. for consultation and collaboration.
13. Willingness to transport clients in their vehicle when necessary.
14. Understanding of funding resources for client services, including housing, special services, medical and mental health care, benefits assistance, etc.
15. Recognizes and understands mental health symptoms and diagnoses.
16. Experience in use of some office equipment such as copying machine, fax machine, postage machine, paper shredder, programmable telephone system, e-mail, etc.
17. Understands the confidential nature of organizational information and maintains confidences.
18. Knowledgeable of medication benefits and side effects, labeling of meds, etc.
19. Demonstrates financial prudence with funding resources.
20. Show an understanding of budgeting for clients' needs.

PHYSICAL REQUIREMENTS

Employee must be able to:

- Hear and speak in order to use telephones and communicate with people inside and outside the office.
- Physical ability to move around the office area and in the community throughout each work day.
- Visual ability to review detailed reports and information, and to use the computer for keyboarding.
- Bend at the waist or crouch for filing charts in the filing cabinets.
- Physical ability to do some lifting.

TOOLS AND EQUIPMENT USED

The employee must be able to:

- Use office equipment including postage machine, fax machine, computer, telephone system, copier, etc.
- Have a valid driver's license for the state of Minnesota and have an operating vehicle for transportation purposes.

WORK ENVIRONMENT

The employee must be able to tolerate transporting clients in their own vehicles, entering clients' homes, and interacting with clients at different functions. Seasonal weather conditions and frequent changing from inside/outside work environment are required. There are many duties performed in the office setting.

Employee Signature

Date

Supervisor Signature

Date