

## JOB DESCRIPTION

<b>Title: Case Manager</b>	<b>Division/Department:</b>
<b>Department: PROJECT HOME</b>	<b>FLSA Status: exempt</b>
<b>Reports To: Program Coordinator</b>	<b>Employment Status: FT</b>

### SUMMARY

This position provides case management services within a regional Supported Housing program for homeless single adults and families in a five-county area. Under supervision of the Program Coordinator, this position completes supportive housing case assessments, alcohol and chemical dependency assessments, develops appropriate community-based care plans to stabilize housing and maintain single adults and families safely and effectively in the community within Agency standards of practice. Provides case management services to adults and families, coordinates services provided by outside agencies, provides ongoing assessment of services to clients ensuring they are appropriate and effective, provides ongoing assessment of local care systems to assure needed resources are available, maintains client case records, completes activities and records to maximize revenue reimbursements, and participates in professional development activities.

### PRIMARY RESPONSIBILITIES

1. Completes Supportive Housing Case Assessment. Gathers relevant information from clients and other professionals. Analyzes information collected within agency and work unit eligibility criteria to determine client eligibility. Opens and services case for clients meeting programmatic eligibility criteria. Offers information regarding other service options to persons not meeting agency and work unit eligibility criteria.
2. Develops Appropriate Community-Based Care Plans. Develops community-based care plans with the client and other significant parties in a team format based on professional-level skills in problem/need and strength/resource identification and definition of measurable objectives with the team. Completes care plans with respect to agency standards of practice for community-based service to adults and families. Measures progress and revises case plans regularly. Completes and maintains written case plans and crisis plans. Coordinates the distribution of the written plan to members of the team. Completes release forms and updates as necessary.
3. Provides Case Management Services to Adults and Families. Establishes and maintains client-centered focus, using flexible and innovative styles of work. Provides early intervention services as well as crisis intervention. With an understanding of the complexities and co-occurrence particularities regarding mental health and substance use disorders, structures the nature and content of case contacts with consideration to personal history, stages of change, family system, functioning level, diagnosis, and current problem/need, as well as strengths and resources. Maintains contact with clients; assists them in obtaining services and treatment for themselves and/or their child and the proper utilization of community resources. Uses creative and collaborative plans to meet clients' needs. Documents client contacts for agency record keeping and billing purposes.

4. Coordinates Services Provided by Outside Agencies. Contacts and monitors support services to ensure that services delivered meet the needs of the client. Creates and monitors appropriate purchase of service contracts with administrative approval. Analyzes each case to determine revenue source(s) available for services needed. Uses all revenue sources including private insurance, Medical Assistance, Supplemental Security Income, social security, child support, etc. Ensures clients are able to use the resources available to them.
5. Provides Ongoing Assessment of Services to Clients to Ensure they are Appropriate and Effective. Maintains ongoing professional and provider contacts in the provision of case management services to clients. Maintains appropriate contacts with other community service providers including chemical and behavioral health providers, foster parents, schools, mental health, housing, corrections, and law enforcement personnel. Provides leadership in the team by coordinating and supporting a collaborative effort in the client's best interest.
6. Provides Assessment of Local Care Systems to Assure Needed Resources are Available. Monitors relevant services/resources currently available in the community. Works creatively to remove existing barriers to these services. Works with community contacts in identifying service gaps in local care systems and developing new services for families and children.
7. Maintains Client Case Records. Opens case file. Ensures all relevant documents are current and maintained in files; including letters, medical reports, test results, case plans, court orders, social service forms, documentation for revenue reimbursements, purchase of service contracts, and case narratives. Documents all necessary information supporting eligibility for services provided.
8. Interacts Positively with Internal and External Customers. Communicates and interacts effectively and respectfully with employees, supervisors, program coordinator, individuals from other organizations, and customers.
9. Performs the Physical Demands of the Position.
10. Attends Work During Regularly Scheduled Hours.

## **SECONDARY RESPONSIBILITIES**

1. Participates in Professional Staff Development. Participates in training and education opportunities to maintain and improve proficiency. Attends and participates in professional organizations. Reads appropriate journals and articles. Associates with agents and departments from other counties and states to learn about and maintain professionalism.
2. Performs Other Related Functions as Apparent or Assigned.

## **JOB SPECIFICATIONS**

### **Education, Experience and Credentials**

- Minimum: Bachelor's degree in Behavioral Health or related field from an accredited college or university.

- Minimum: One year experience in the Behavioral Health field.

**Level of Access for Electronic Protected Health Information**

Clinical Staff

**Knowledge, Skills and Abilities**

- Ability to listen, comprehend, and effectively communicate information both written and orally to all individuals.
- Knowledge of mental health treatment services.
- Knowledge of supportive housing issues.
- Knowledge of departmental regulations and policies.
- Ability to make decisions independently within ascribed authority.
- Ability to interview and elicit facts and accurate data pertinent to community-based care plans.
- Ability to maintain patience, confidence, and composure under pressure or adverse circumstances.
- Ability to schedule one's time and activities efficiently.
- Ability to coordinate services with other service providers.

**PHYSICAL REQUIREMENTS**

Incumbent, with or without a reasonable accommodation, must be able to effectively:

- Communicate and exchange information by telephone and in person with individuals inside and out of the facility.
- Must be able to remain in a stationary position for extended periods of time.
- Constantly operate a computer, calculator, copy machine and other productivity machinery including printers and postage machine.
- Ability to detect, determine, perceive, identify, recognize, observe, estimate and assess schedules and information.
- Must be able to move around the office area repeatedly throughout the day.

**TOOLS AND EQUIPMENT USED**

Use general office equipment including but not limited to: calculator, computer, copy machine, pager, telephone, cell phone, dictation equipment, file cabinets, and TV/VCR/DVD. This position **does** require the operation of an automobile.

**WORK ENVIRONMENT**

Duties are performed indoors in an office/community setting and client’s homes.

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Employee Signature

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Date

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Supervisor Signature

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Date