



## Mental Health-Targeted Case Manager

**Job Summary Purpose of Position:** To provide case management services to children ages 5-21 diagnosed with a severe emotional disturbance who may also have a cognitive impairment and their families. The case manager helps children and their families obtain and coordinate therapeutic and supportive services that address the child's mental health issues and related social, recreational, health, educational, and vocational needs. The case manager is responsible for a caseload of 15 families.

### Essential Duties and Responsibilities

- Provide mental health case management services meeting all DHS and county requirements.
    - Meet with each family on caseload a minimum of one time per month
    - Coordinate services received by child/family to ensure needs are met
    - Ensure confidentiality of all records and interactions
    - Participate in professional meetings and workshops
    - Attend supervision meetings and participate in team-based decisions regarding all clients and services
  - Documentation:
    - Inspect and maintain all client files to ensure they are up-to-date and contain all required documentation
    - Complete required intake paperwork and continued authorization paperwork every 6 months
    - Complete accurate case notes for each visit and contact using the Procentive Electronic Medical Record system
  - Provide community-based services.
    - Must have current driver's license in good standing and maintain own reliable transportation.
    - Have comprehensive auto insurance
    - Maintain own reliable transportation
    - Provide services in the home, at school, or other community location
    - Maintain staff and professional relationships with families
  - Public Relations/Networking/Liaison
    - Responsible for the reputation and public image of the agency
    - Develop and maintain positive working relationships within the community
    - Refer clients to other professionals as needed with supervisor approval
    - Communicate with other providers involved
    - Case manager will educate self on community resources
    - Have knowledge of all agency programs
  - Responsible for updated knowledge and referral sources and agencies working with persons with cognitive disabilities and/or mental illness and for finding the most appropriate services according to individual and family needs
  - Participate in other Reach for Resources functions as assigned
- Scope of the Position The case manager will report to a designated supervisor.

The case manager will provide services that are coordinated with family community support services and are designed to help the child with severe emotional disturbance and the child's family obtain needed mental health services, social services, educational services, health services, vocational services, recreational services, and related services in the areas of volunteer services, advocacy, transportation, and legal services. The case manager assesses a child's changing needs, develops a plan in collaboration with other service providers and the child's family to best address the child's needs, links the child and family to appropriate community resources and monitors the effectiveness of planned services.

The case manager is responsible for a caseload of 15 families.

### **Qualifications**

• Case managers must meet items 1-3 as follows:

1. Is skilled in the process of identifying and assessing a wide range of recipient needs.
2. Is knowledgeable about local community resources and how to use those resources for the benefit of the recipient.
3. Meet one of the following:
  - Holds a bachelor's degree in a behavioral science/related field from an accredited college/university and meets requirements for supervision and continuing education
  - Without a bachelor's degree, meets one of the following:
    - Has 3 or 4 years of experience as a case manager associate
    - Be an RN without a bachelor's degree with 3 or more years combined specialized training in psychiatry and work experience consisting of community interaction and involvement or community discharge planning in a mental health setting.
  - Must have knowledge, education, and experience of child developmental stages, the signs of mental health issues in children, and working with parents confronted with cognitive impairment, mental illness, chemical dependency, and/or domestic violence.
  - Knowledge of community resources, activities and social services.
  - Must have ability to work independently, enjoy flexibility, and manage stress.
  - Proficient use of Procentive to document care Skills & Abilities
  - Be able to function independently, interact with, and relate to a variety of individuals
  - Professional communication skills
  - Case manager must be able to act in a manner that encourages change and provides a positive and support atmosphere
  - Practice effective decision making
  - Create professional reports
  - Handle crisis situations and follow through of supervisor's directives
  - Identify client needs and treatment plan goals
  - Work with culturally diverse populations
  - Basic computer skills required
  - Must be able to understand and communicate the English language
  - Must be able to use and maintain a daily schedule

Other benefits include:

- Paid Time Off
- 9 paid holidays + 4 personal days annually (for F/T employees)
- Life insurance
- Retirement savings plan
- Short-term Disability/Long-term Disability
- Flexible schedule
- Mileage reimbursement
- Personable and fun co-workers (if we do say so ourselves)
- Caring, supportive supervisors
- Plenty of chances to wear your jeans and other casual clothes
- A focus on wellness

### **Additional Information**

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