



## Case Manager Associate (CMA)

\$22-\$24 DOQ

### 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 associate 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 associate is responsible for a caseload of 15 families and works under the direction of the Senior Case Manager.

### 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
- 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
- Must have current driver's license in good standing and maintain own reliable transportation.
- Have comprehensive auto insurance
- Provide services in the home, at school, or other community location
- Maintain staff and professional relationships with families
- 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

### Requirements

#### Qualifications:

- A case manager associate (CMA) must:
  - be at least 21 years of age;
  - have at least a high school diploma or its equivalent; **AND**
  - meet one of the following criteria:
    - have an associate of arts degree in one of the behavioral sciences or human services;
    - be a registered nurse without a bachelor's degree;
    - have three years of life experience as a primary caregiver to a child with serious emotional disturbance as defined in subdivision 6 within the previous ten years;
    - have 6,000 hours work experience as a nondegreed state hospital technician; or
    - have 6,000 hours of supervised work experience in the delivery of mental health services to children with emotional disturbances; hours worked as a mental health behavioral aide I or II under section 256B.0943, subdivision 7, may count toward the 6,000 hours of supervised work experience.
- 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
- 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 use and maintain a daily schedule
- Ability to work independently and as part of a team

**Additional Information:**

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