

POSITION DESCRIPTION**CASE MANAGER**

Wellness Recovery Center
Center for Emergency and Case Management
Region Ten Community Services Board

CLASSIFICATION TITLE: Case Manager

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA non-exempt position in which the incumbent serves as a Case Manager at the Wellness Recovery Center, a Region Ten program for adults experiencing a mental health crisis. The incumbent is responsible for providing comprehensive rehabilitative services to mentally ill and/or dually diagnosed (substance abuse/intellectual disability) adults who are in crisis. This includes assessing service needs, developing treatment plans and providing assistance with access to community resources. He/she is expected to attend team meetings, other professional meetings and represent the program to the community as needed.

The incumbent reports to the Director III of the Wellness Recovery Center and is expected to function with initiative and independent judgment, based on application of standard practices and with guidance from the supervisor. In carrying out position duties, he/she performs in accordance with applicable professional ethics and established Region Ten policies.

The HIPPA access level for this position is Level Two

The essential functions of this job are starred below (*) under "Major duties."

MAJOR DUTIES:

1. *Provides therapeutic interventions in both individual and group settings to persons who are in crisis and who are at risk of hospitalization, homelessness or loss of employment due to their mental health status.
2. *Provides consultation, information and support to individuals, families, Community Services Board staff and other community agencies requesting crisis stabilization services.
3. *Provides direct crisis counseling, group counseling, clinical case management, and community/hospital outreach to clients who are in crisis and who are at risk of state hospitalization if not served immediately.
4. *Develops the client's individual services plan that includes the individual's preferences regarding their treatment goals.
5. Assists clients in developing their safety plan and carries out full discharge planning and arranges follow-up services.
6. Monitors and ensures the health and safety of clients and provides planned and emergency services as described:
 - a) monitors psychiatric/behavioral status of all clients continuously.
 - b) counsels and supports clients and maintains therapeutic relationship to achieve maximum client insight and self-management of illness and behavior.
 - d) supervises client participation in program routines and community integration needs.
7. assists with self-administration of medications; observes and reports side effects.
8. Monitors vital signs according to policy.
9. *Transports participants to and from the center as needed in order to coordinate services between the Wellness Recovery Center, emergency services, other HPR I programs and other professional resources as necessary.
10. *Works collaboratively with case managers and other care providers in linking individuals directly to services and supports specified in the individual service plan.
11. *Assists the individual directly for the purpose of locating, obtaining and effectively using community resources, including educating and monitoring information and support to family members, and providing or arranging for transportation for individuals or their family members to access services.
12. *Makes collateral contacts with the individual's significant others (e.g. parents, friends, and siblings) as needed to promote optimal community adjustment.
13. * Maintains necessary casework records to comply with all federal, state, and local standards or requirements, as well as agency policies and procedures.
14. *Attends in-service training and staff development programs to enhance mental health services.
15. *Acquires and maintains valid certification in First Aid, CPR, medication administration, non-aversive behavior management and defensive driving in order to ensure the safe and efficient operation of the program.
16. *Reads all agency communication (i.e., Ten, Region Ten's newsletter, e-mail, etc.).
17. *Performs other duties as assigned related to program requirements and the provision of Crisis Stabilization Services.

QUALIFICATIONS:

To ensure the safe and efficient operation of the program, a valid Virginia Driver's License plus an acceptable driving record as issued by the Department of Motor Vehicles are required. For business use of a personal car, a certificate of valid personal automobile insurance must be provided. Must meet certification as QMHP (Qualified Mental Health Professional) as set forth by Department of Behavioral Health and Developmental Services. In addition, the incumbent needs to possess the following knowledge, skills, and abilities:

Knowledge of:

1. Crisis intervention; psychiatric and substance abuse emergencies;
2. The nature of serious mental illness, mental retardation and/or substance abuse, including clinical and developmental issues.
3. Typical actions, side effect of psychotropic medications.

CASE MANAGER

Center for Emergency and Case Management – Wellness Recovery Center –Region Ten Community Services Board Page 2

4. Mental health recovery models of care.
5. Treatment modalities and intervention techniques, such as group therapy, behavior management, supportive counseling, family education, crisis intervention, discharge planning, and service coordination.
6. Consumers' rights
7. Services and systems available in the community including primary health care, support services, eligibility criteria, intake processes, and generic community resources.
8. Local community resources and service delivery systems, including support services (e.g., housing, financial, social welfare, dental, educational, transportation, communications, recreation, vocational, legal/advocacy), eligibility criteria and intake processes, termination criteria and procedures, and generic community resources (e.g., churches, clubs, self-help groups).
9. Effective oral, written and interpersonal communication principles and techniques.
10. General principles of record documentation.
11. The service planning process including, but not limited to, the Recovery and Person Centered Planning models, as well as the major components of a service plan.
12. Medical issues related to mental illness; substance abuse symptomatology;
13. The service planning process and major components of a service plan.

Skills in:

1. interviewing;
2. observing, recording and reporting on an individual's functioning (observation of medication effects, i.e., alcohol and abuse);
3. identifying and documenting a consumer's needs for resources, services and other support; using information from assessments,
4. evaluations, observations and interviews to develop service plans;
5. identifying services within the community and established service system to meet the individual's needs;
6. formulating, writing and implementing individualized service plans to promote goal attainment for short term crisis stabilization care with individuals experiencing a mental health crisis.
7. identifying community resources and organizations; coordinating resources and activities; u
8. assessment skills in determining client suicidal/homicidal behavior;
9. group and crisis counseling;
10. Computer skills in Word and Excel

Abilities to:

1. demonstrate a positive regard for consumers and their families (e.g., treating consumers as individuals, allowing risk taking, avoiding stereotypes of mentally ill people, respecting consumers' and families' privacy, believing consumers are valuable members of society);
2. be persistent and remain objective;
3. work as a team member,
4. maintaining effective inter- and intra-agency working relationships;
5. work independently,
6. work under stress;
7. problem solve and respond quickly to crisis situations;
8. performing position duties under general supervision;
9. communicate effectively, verbally and in writing;
10. drive defensively.

CLINICAL PROVIDER PERFORMANCE EVALUATION STANDARDS:

This position is evaluated according to the Clinical Provider Performance Standards.

POSITION LOCATION:

Wellness Recovery Center
504 Old Lynchburg Road
Charlottesville, VA 22903

POSITION ORGANIZATION CHART

Director III
|
Case Manager

GRADE: 9

CASE MANAGER

**Center for Emergency and Case Management – Wellness Recovery Center –Region Ten Community Services Board
Page 3**

SCHEDULE: Flexible, Monday through Friday with every other weekend, or hourly as needed

Position Description Updated: August 28, 2017

I have reviewed this job description and acknowledge the duties as well as the KSA (knowledge, skills, abilities) included in this description. I also understand the performance standards as they apply to this position.

Signature

Name Printed

Date