

POSITION DESCRIPTION**CASE MANAGER**

Wellness Recovery Center
Center for Emergency and Short Term Stabilization
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/Clinical Program Manager 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.
2. *Provides clinical case management.
3. *Assists clients in developing their safety plan.
4. *Provides consultation, information and support to individuals and families regarding the Wellness Recovery Center programming, services, operations and petitioning process for Emergency Custody Orders (ECOs) and Temporary Detention Orders (TDOs).
5. *Makes collateral contacts with the individual's significant others (e.g. parents, friends, and siblings) as needed to promote optimal adjustment.
6. *Monitors and ensures the health and safety of clients.
7. *Continuously monitors psychiatric/behavioral status of all clients.
8. *Monitors vital signs according to program protocols.
9. *Counsels and supports clients and maintains therapeutic relationship to achieve maximum client insight and self-management of illness and behavior.
10. *Supervises client participation in program routines and community integration needs
11. *Assists with self-administration of medications; observes, reports and documents side effects.
12. *Coordinates discharge services with other agencies and providers and makes appropriate referrals.
13. *Maintains complete and current clinical records, service data and required documentation.
14. Transports participants to and from the center as necessary.
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. Attends in-service training and staff development programs to enhance mental health services.
17. Reads all agency communication.
18. Performs other duties as assigned.
19. Hours are variable.

QUALIFICATIONS:

Must be registered as QMHP (Qualified Mental Health Professional) prior to employment. 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. 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 and side effects of psychotropic medications.
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. Consumer rights.
7. Services and systems available in the community including primary health care, support services, eligibility criteria, intake processes, and generic community resources.
8. Effective oral, written and interpersonal communication principles and techniques.

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- 9. General principles of record documentation.
- 10. Medical issues related to mental illness; substance abuse symptomatology;
- 11. 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;
- 4. understanding individual service plans;
- 5. using assessment tools to determining client's status, suicidal/homicidal behavior, and/or ability to care for self;
- 6. identifying services within the community and established service system to meet the individual's needs;
- 7. promoting consumer's attainment of treatment goals,
- 8. coordinating resources, services and activities in line with individualized service and discharge plan and follow up;
- 9. group and crisis counseling; and
- 10. Computerized documentation.

Abilities to:

- 1. demonstrate a positive regard for consumers and their;
- 2. maintain objectivity;
- 3. work as a team member;
- 4. maintain 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; and,
- 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



GRADE: 9

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

Position Description Updated: May 22, 2018

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