

**POSITION DESCRIPTION****WELLNESS AND EMPOWERMENT CASE MANAGER**

MEDICAL SERVICES

Region Ten Community Services Board

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**CLASSIFICATION TITLE:** Wellness and Empowerment Case Manager

**GENERAL STATEMENT OF RESPONSIBILITIES:**

The primary duty of the Coordinator of Empowerment and Wellness is to advocate for a recovery, wellness and quality of life model in all domains of activity. The incumbent will work closely with the Primary and Behavioral Health Clinic Integration Director (PBHCID) and Clinic staff in coordinating and implementing evidenced based practices toward health and wellness. Position performance requires assisting members to develop and implement their personal wellness program. Provides support and education related to physical fitness, nutrition and wellness. Provides group activity instruction.

The HIPAA access level for this position is Level One. FLSA non-exempt.

**MAJOR DUTIES:**

1. Promote recovery, wellness and quality of life principles.
2. Provide assistance to consumers and their family members about recovery, wellness and quality of life information.
3. Works collaboratively with consumers, program staff and the program director to develop and support individual wellness plans.
4. Encourages consumer participation and movement along the continuum of wellness related lifestyle changes.
5. Complete assessments to enroll consumer into PBHCI grant, collecting appropriate medical information, tracking consumer participation and complete reassessments.
6. With guidance from medical staff, assists in establishing attainable health and exercise goals with consumers.
7. Provide monitoring and continued reassessment of exercise, nutrition and healthcare commitments.
8. Assist with matching Peer Specialists with consumers involved with Evidence Based Practices toward wellness and health
9. Refer human rights complaints and issues to Compliance Services.
10. Network with other advocates to promote recovery.
11. Facilitate mechanisms to maximize consumer input and involvement.
12. Support consumers and/or family involvement on RTCSB committees and boards.
13. Act as agency liaison to advocacy groups in the community, as well as at the state and federal levels.
14. Solicit consumer feedback on services being provided through RTCSB.
15. Facilitate functions that provide information and promote community awareness of RTCSB wellness and recovery activities.
16. Act as a liaison with R10 case management and other R10 programs to support consumers with SMI who are in greater need of attention to their chronic health conditions and could benefit from improved Primary Care, education regarding self-care and wellness activities.
17. Engage with managed care companies to track consumers who are being served by enhanced care contracts, work with PBHCI staff to develop potential longer term relationships with managed care companies to support integrated care and wellness initiatives.
18. Perform other duties as assigned.

**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. College degree preferred. First-hand knowledge of mental healthcare system through personal recovery experience, family experience, or active community involvement preferred.

In addition, the incumbent needs to possess the following knowledge, skills and abilities:

**Knowledge of:** Human rights regulations and mediation techniques. General health and wellness principals. Advocacy and consumer support systems within the local and state communities. Recovery movement and consumer-driven services. Person centered planning principles. General balance of service delivery expectations in a system working with outside payers.

**Ability to:** Empathize with consumers of mental health, developmental disabilities, and substance use disorder services. Effectively listen to allow consumers and their family members to express themselves in a constructive manner. Establish and maintain rapport with consumers and their family members. Connect with state and local committees that promote wellness and recovery and quality of life. Impart a positive attitude toward RTCSB services. Work independently. Communicate effectively both verbally and in writing. Be physically capable to effectively manage and operate various items of office related equipment, such as, but not limited to, a personal computer, calculator, copier, and fax machine.

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Skills in: Effective communication and listening. Organizing and coordinating multiple activities and audiences. Effective writing and verbal skills. Microsoft Office computer software. Mediation and advocacy preferred.

ADMINISTRATIVE PERFORMANCE EVALUATION STANDARDS:

This position is evaluated according to the Administrative Performance Evaluation Standards.

POSITION LOCATION:           Region Ten Community Services Board  
800 Preston Avenue  
Charlottesville, Virginia 22903

POSITION ORGANIZATION CHART

Program Director I, PBHCI  
|  
Wellness and Empowerment Case Manager

GRADE:    9

SCHEDULE: 40 hours. 8:30-5:00 Monday- Friday

Position Description Updated: December 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.

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Signature

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Name Printed

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Date