

**POSITION DESCRIPTION****CASE COORDINATOR**

Emergency Services  
Center for Access and Case Management  
Region Ten Community Services Board

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CLASSIFICATION TITLE: Case Coordinator

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA non-exempt position. The incumbent assists in fulfilling the duties involved with the provision of Emergency Services (ES). In fulfilling position duties, the incumbent at times may find him/herself the only staff member on site, therefore a high level of professionalism and excellent attendance is necessary.

The incumbent reports to the Program Manager II of ES and duties require proceeding alone under standard practices with referral of questionable situations to the supervisor or other staff as identified. Standard practices allow for the independent accomplishment of recurring tasks and use of own initiative for prioritizing the work schedule. In carrying out position duties, he/she performs in accordance with applicable professional ethics and established Region Ten policies.

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

MAJOR DUTIES:

1. \*Assists with bed searches for individuals needing a Temporary Detention Order (TDO), including faxing and transmitting all required documentation for hospital admission determination.
2. \*Provides phone triage for evening shift to assure consumer calls are being addressed in a prioritized way. May provide support and problem solving with consumer as first point of intervention.
3. \*Researches previous documentation and relates information to ES clinician.
4. \*Liaison and consults with stakeholders regarding ongoing cases of individuals engaged with the civil commitment process, including law enforcement officers and hospital staff.
5. \*Liaison with other Region Ten staff and community-based providers.
6. \*Assists with obtaining needed authorizations for services.
7. \*Updates consumer record with insurance, address, contact information.
8. \*Provides required contacts and receives information for all entities related to the provision of ES, to include but not limited to local magistrate, doctors, hospital admission units, local law enforcement, on-call staff, etc.
9. \*Provides consultation with other stakeholders and community members regarding the civil commitment process, including Emergency Custody Orders (ECO) and TDOs.
10. \*Data collection and entry to maintain statistics related to grants and other projects.
11. May assist in providing crisis intervention to individuals, including identifying protective factors and drafting safety plans.
12. Documentation in EHR of activities as they relate to individual consumers.
13. Provides general office coverage to include scanning and photocopying.
14. Exhibits a high level of professionalism when dealing with consumers, families, co-workers, and all community partners and service providers.
15. Provide coverage in an on-call capacity as needed and as appropriate.
16. Other duties as directed by supervisor.

QUALIFICATIONS:

At minimum, must meet Virginia qualifications as a Qualified Mental Health Professional in Training (QMHP-T). Complete QMHP status along with minimum 2 years' experience in community mental health, and Bachelor's Degree preferred. The incumbent needs to possess the following knowledge, skills and abilities:

Knowledge of: Electronic Health Record; internet skills; standard office practices and procedures; use of equipment to include telephone, copier, fax, calculator and keyboard; standard business English; spelling; community resources; problem solving skills; statewide public mental health system; resources and treatment options available for the various populations in this community; general principles of record keeping; intellectual and developmental disabilities, mental health diagnoses, alcohol/substance abuse issues, and behavioral health crises; and confidentiality as it relates to crisis situations. Incumbent will deal with civil commitment procedures including Emergency Custody Orders (ECO) and Temporary Detention Orders (TDO), transportation options, voluntary and involuntary hospitalizations, including different criteria for children, adults and geriatrics; statutes related to emergency services. Knowledge of relevant statutes and issues is preferred.

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Skills in: Typing; gathering, inputting, and organizing data; professional level of communication with a diverse range of people; public relations; crisis intervention theory techniques over phone; providing emergency consultation in a professional manner to clients, family members, police, sheriffs, magistrates, judges, courts, admission staff, doctors, hospitals and other community agencies; and report writing.

Abilities with: Basic data analysis; efficient and professional clinical documentation.

#### ADMINISTRATIVE PERFORMANCE EVALUATION STANDARDS:

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

POSITION LOCATION:                      Region Ten Community Services Board  
500 Old Lynchburg Road  
Charlottesville, VA 22903-4420

#### POSITION ORGANIZATION CHART

Director III  
|  
Program Manager II  
|  
Support Staff IV

GRADE:    9

SCHEDULE: This is a PRN position. Work hours and schedules will vary based on program need. Hours likely to be outside of standard business hours, to include late night and early morning work. Some holidays required.

Position Description Updated: September 22, 2022

I have reviewed this job description and acknowledge the duties as well as the KSA (knowledge, skills, and 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

\_\_\_\_\_  
Date