

POSITION DESCRIPTION**ADULT MENTAL HEALTH CASE MANAGER**

Adult Mental Health Case Management
Center for Adult Rehabilitation Services
Region Ten Community Services Board

CLASSIFICATION TITLE: Adult Mental Health Case Manager

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA non-exempt position. The incumbent is responsible for providing case management services to individuals over the age of 18 years old with a primary diagnosis of serious mental illness. This includes assessing service needs; developing plans for access to services; liaison with client, families, programs, and service providers; ongoing monitoring or client service needs; advocacy; and consultation and education to clients, families and community.

The Adult Mental Health Case Manager reports to the Program Manager II 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 essential functions of this job are starred below (*) under "Major duties."

MAJOR DUTIES:

1. Assess client service needs, capabilities, and appropriateness for services; presents options and services based upon a targeted needs assessment and DLA-20.
2. Develops the individual service plan of care and services appropriate to the evaluation with the client/family consensus; reviews and updates service plans.
3. Upon assignment, the Adult MH Case Manager will schedule/complete a preliminary ISP with the client.
4. Once an ISP Preliminary has been completed, the Adult MH Case Manager will verify the Consumer's insurance via Virginia Medicaid Web Portal and then enter the appropriate Authorization request.
5. Will complete the services listed in the Credible Admission Form Groups for newly referred/assigned clients.
6. Will work towards the electronic completion of releases of information for newly referred clients, to include the following:
 - a. Emergency contact/next of kin/spouse/partner
 - b. Primary Care Physician and/or any Specialty Physicians
 - c. Social Security Administration
 - d. Department of Social Services
 - e. Property Manager
 - f. Charlottesville Commissioner (city of Charlottesville residents only).
 - g. Legal Guardian
 - h. Representative Payee
 - i. Adult Probation Officer
 - j. Individualized Therapist
 - k. Legal Aide/Legal Aide Justice Center
 - l. Preferred Hospital
7. Timely completion of a Targeted Case Management Assessment (TCM) and an Individualized Service Plan (ISP).
8. Timely completion of Credible Annual Form Groups, to include the following:
 - a. Annual Acknowledgement
 - b. PCP Notification
 - c. Primary Care Screening Choice
 - d. Auth Rep
 - e. AR for Medicaid
 - f. Medicaid Spenddown ROI
 - g. Release of Information
 - h. Communication Preference
 - i. TCM Assessment
 - j. Case Management Crisis Plan CCS
 - k. ISP Meeting
 - l. MH Targeted Case Management face-to-face entry
9. Timely documentation of an Individualized Service Plan Review.
10. Makes referrals and linkages to appropriate agencies for services; coordinates client MH and/or SA services and treatment with multiple service providers and agencies.
11. Evaluates the quality of services provided and changes in the client's condition and counsels the clients as necessary; evaluates client's environments for safety, security, negative factors and productivity; complies and analyzes data relating to complaints; identifies and works to resolve problems.
12. Serves as liaison to public agencies and provides information regarding Authority programs and services.

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13. Attends integrated team meetings to discuss decisions for client plan of care; provides or arranges transportation; assist with discharge planning.
14. Prepares a variety of reports; prepares and maintains client EHR (electronic health record).
15. Attends meetings, staffing's, and conferences as they relate to client, staff, and program needs.

Additional duties and responsibilities:

1. Enhancing community integration through increased opportunities for community access and involvement and creating opportunities to enhance community living skills to promote community adjustment including, to the maximum extent possible, the use of local community resources available to the general public.
2. *Making collateral contacts with the individual's significant others with properly authorized releases to promote implementation of the individual's individualized services plan.
3. *Assessing needs and planning services to include developing a case management individualized service plan.
4. *Linking the individual to those community supports that are likely to promote the personal habilitative/rehabilitative and life goals of the individual as developed in the individualized service plan (ISP).
5. *Assisting the individual directly to locate, develop or obtain needed services, resources and appropriate public benefits.
6. *Assuring the coordination of services and service planning within a provider agency, with other providers and with other human service agencies and systems, such as local health and social services departments.
7. *Monitoring service delivery through contacts with individuals receiving services, service providers and periodic site and home visits to assess the quality of care and satisfaction of the individual.
8. *Provide follow up instruction, education and counseling to guide the individual and develop a supportive relationship that promotes the individualized services plan.
9. *Advocating for individuals in response to their changing needs, based on changes in the plan.
10. *Developing a crisis plan for an individual that includes the individual's preferences regarding treatment in an emergency situation.
11. *Planning for transitions in individuals' lives
12. *Knowing and monitoring the individual's health status, any medical conditions, and his medications and potential side effects, and assisting the individual in accessing primary care
13. *Maintain complete and current consumer records and other required reports, service reporting and documentation in compliance with agency, state and federal standards.
14. *Reads all agency communication (i.e., Ten, Region Ten's Newsletter, e-mail, etc.)
15. *Other duties as assigned by the supervisor in keeping with the general requirements of the position.
16. *Valid Driver's License and own transportation which is safe and can be used for work related travel.
17. *Able to perform CPR and First Aid when a situation requires these activities.

QUALIFICATIONS:

A bachelor's degree or equivalent experience is preferred. 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. Services and systems available in the community including primary health care, support services, eligibility criteria, intake processes, and generic community resources.
2. The nature of serious mental illness, intellectual disability and/or substance abuse depending on the population served, including clinical and developmental issues.
3. Treatment modalities and intervention techniques, such as behavior management, independent living skills training, supportive counseling, family education, crisis intervention, discharge planning, and service coordination.
4. Different types of assessments, including functional assessment, and their uses in service planning.
5. Consumers' rights
6. 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).
7. Effective oral, written and interpersonal communication principles and techniques.
8. General principles of record documentation.
9. 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.

Skills in:

1. General knowledge of Interviewing and supportive counseling techniques.
2. General knowledge of human development and behavior.
3. General knowledge of the theories, principles and technique of individual, family, and group therapy.
4. Ability to solve problems within the scope of responsibility.
5. Ability to analyze facts and to exercise sound judgment in arriving at conclusions.
6. Ability to communicate complex ideas effectively, orally and in written form.

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- 7. Ability to prepare clear and concise reports.
- 8. Ability to establish and maintain effective working relationships with clients, medical professionals, community service providers, agencies, and associates, and the general public.
- 9. Negotiating with consumers and service providers.
- 10. Observing, recording and reporting on an individual's functioning.
- 11. Identifying and documenting a consumer's needs for resources, services, and other supports.
- 12. Using information from assessments, evaluations, observation and interviews to develop service plans.
- 13. Identifying services within community and established service system to meet the individual's needs.
- 14. Promote goal attainment
- 15. Coordinating the provision of services by diverse public and private providers.
- 16. Identifying community resources and organizations and coordinating resources and activities.
- 17. Using assessment tools (e.g., level of function scale, life profile scale).

Abilities to:

- 1. Be persistent and remain objective
- 2. Assess, refer, and authorize services.
- 3. Demographic collection.
- 4. Timely documentation of appropriate health information,
- 5. Work as a team member, maintaining effective inter and intra-agency working relationships.
- 6. Demonstrate a positive regard for consumers and their families (e.g., treating consumers as individuals, allowing risk-taking, respecting consumers' and families' privacy, and believing consumers are valuable members of society).
- 7. Work independently performing position duties under general supervision.
- 8. Communicate effectively, verbally, and in writing.
- 9. Establish and maintain ongoing supportive relationships.

CLINICAL PROVIDER PERFORMANCE EVALUATION STANDARDS:

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

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

POSITION ORGANIZATION CHART: Program Manager II, Case Management
 |
 Case Manager

GRADE: 9

SCHEDULE: Monday through Friday, 8:30 a.m. to 5:00 p.m.

Position Description Updated: March 4, 2024

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.

Signature

Name Printed

Date