

**Job Title:** Case Manager

**Department:** Behavioral Health

**Reports to:** Director of Behavioral Health or designated representative

**Category:** Full time

**FLSA Status:** Salary/Exempt

**Prepared By:** Tamera Hunter, Chief Executive Officer

**Approved By:** Chief Executive Officer

### **Job Summary**

The Case Manager empowers Townhall II clients struggling with mental health and substance use disorders, allowing the client to take charge of their own life's direction and gain sustainable independence. The case manager works with clients and their families to promote the clients' holistic wellbeing by gaining access to rehabilitation, health and wellness programs and other community services. The case manager is matched with clients from a variety of referral sources and carries a caseload of no more than 30 clients at a time.

### **Core Responsibilities**

- Understand and implement Townhall II policies, procedures, Mission and Vision Statements, as well as the agency's core values and Code of Ethics.
- Assess client strengths, needs, abilities and preferences (SNAP) across SAMHSA's 8 Dimensions of Wellness (Spiritual, Social, Physical, Mental, Emotional, Occupational, Financial, and Environmental dimensions).
- Assist and support clients in gaining access to necessary medical, social, educational, transportation, safe housing, employment, other meaningful activities and other services essential to meeting basic human needs.
- Demonstrate collaboration with client and Townhall II's SUD/BH/MAT treatment providers on the development of a treatment plan to address clients' SNAP across SAMHSA's 8 Dimensions of Wellness.
- Assist client in achieving client's goals, with supportive interactions with family members, other individuals or entities as collateral contacts.
- Coordinate agency services for client assessments, treatment planning and intervention services.
- Complete Risk Assessment with clients and assist with crisis intervention and stabilization services as appropriate.
- Assist client in identifying Treatment Plan goals, which includes problem solving to ensure client's active participation, identifying paths/course of action to address assessed needs, referral to appropriate services, and monitoring and follow-up activities or contacts to ensure the care plan is implemented and adequately addresses SNAP.
- Monitor client's use of treatment plan and update client care plan at least quarterly.
- Link client to services and resources to achieve objectives as identified in their person-centered plan in location that meets the client's needs.
- Provide or link to skill development services enabling client to perform activities of daily living (ADL) including but not limited to budgeting, meal planning, personal care, housekeeping/home maintenance; etc.
- Complete documentation of services provided, progress met, and additional needs identifies within agency timeframe.

- Complete termination summaries and facilitate transition process, including arranging follow-up services.
- Communicate progress of client to the appropriate treatment providers or other appropriate persons within HIPAA guidelines.
- Other duties as assigned.

### **Expected Hours of Work**

40 hours/week, scheduled in collaboration with supervisor. Typical schedule is M-F 9a-5p. Evening and weekend hours are for emergencies only.

### **Required Education and Experience**

Bachelor's degree in Psychology, Criminal Justice, Social Work, Sociology, Nursing or related fields with at least one year of experience. In lieu of degree, a high school diploma and 3+ years of relevant experience as a Case Manager or closely related job in social service field will be considered.

### **Competencies**

- Must pass background checks and have a valid drivers' license.
- Must have working knowledge of the appropriate services and relevant support systems including healthcare, social services, employment, housing, recreational opportunities and other community services and systems across SAMHSA's dimensions of wellness.
- Strong team player, with organizational skills, analytical skills, and attention to detail
- Expert in time management
- Strong computer skills with Microsoft Office, Outlook, and electronic client records
- Compassionate and able to relate to different clients with various needs.
- Must read, write, and speak English fluently. Bilingual applicants strongly desired.
- Must have a clean driving record with reliable transportation.
- Maintain CPR/BLS. This will be provided internally by Townhall II.
- Must be able to lead and work effectively with clients, client families, referral sources, coworkers, and staff who collectively possess a variety of personalities and backgrounds.
- Must have excellent verbal and written communication skills.

### **Certifications/Licensure Required**

- n/a

### **Physical Demands**

- Requires local travel (Portage County area) and transportation; must be able to lift up to 25 pounds. Townhall II is compliant with the Americans with Disabilities Act and will assist with accessibility.