POSITION DESCRIPTION

POSITION TITLE:

Adult Mental Health Case Manager

CLASSIFICATION TITLE:

Client Services Provider 4

POSITION LOCATION:

These positions apply to the following outpatient locations:

- Winchester Area Mental Health Center
  158 Front Royal Road, Suite 200
  Winchester, VA 22602

- Warren County Mental Health Center
  209 West Criser Road, Suite 100
  Front Royal, VA 22630

- Page County Mental Health Center
  23 West Main Street
  Luray, VA 22835

- Shenandoah County Mental Health Center
  494 North Main Street, Suite 300
  Woodstock, VA 22664

POSITION UNDER THE SUPERVISION OF:

Community Services Supervisor

POSITION SUMMARY:

This position is responsible for managing an assigned caseload of clients having a major mental disorder as diagnosed using the Diagnostic and Statistical Manual of Mental Disorders. These disorders are considered severe, recurrent and long-term such as schizophrenia, major affective disorders, paranoia, organic or other psychotic disorders, personality disorders, or disorders that may lead to chronic disability. This position is responsible in assisting these individuals, who reside in a community setting, in gaining access to needed medical, social, educational, and other services.

MAJOR DUTIES AND RESPONSIBILITIES:

1. Participates as directed in the screening of new service requests within the clinic by means of and agency approved procedure which ensures that all individuals are adequately and appropriately served according to their individual needs and in accordance with existing agency policies and procedures.

2. Participates in regular interdisciplinary staff meetings held at different agency location dependent upon client’s home base.

3. Accepts newly assigned cases in which the diagnostic intake has been completed by a licensed provider. Completes case management assessment and develops an individualized service plan (ISP) with the client based on that assessment for all clients on caseload.

4. Implements appropriate services while developing effective therapeutic rapport with client.
5. Provides notification or documentation of the attempts to notify the primary care provider of the client’s receipt of community mental health rehabilitative services.

6. Provides on-going supportive and/or mandatory monthly case management contact, activity or communication in accordance with the problems, needs, and the strategies identified within the service plan in order to help the clients to achieve the stated goals and objectives.

7. Provides face-to-face reviews with the client and/or relevant staff on a regular basis documenting the progress made in reaching service goals so that the service plan can be modified as necessary to ensure that the goals and objectives are being achieved. The case manager must revise the ISP whenever the amount, type, or frequency of services rendered by the individual service providers changes. When such a change occurs, the case manager must involve the individual in the discussion of the need for the change.

8. Documents all service contacts directly after the service is provided, including face-to-face interviews, collateral and networking contacts, correspondence in addition to maintaining the case records in accordance with agency and regulatory standards and requirements.

9. Participates in interagency planning and service coordination activities as directed to improve and enhance service continuity and effectiveness for clients to include but not be inclusive of referrals to interagency programs such as Mental Health Supports (MHS), Psychosocial Rehabilitation (PSR), etc., if staff meets requirements of Qualified Mental Health Professional according to DMAS requirements.

10. Meets regularly with the immediate supervisor as a means of enhancing professional growth, reviewing and processing the provision of case management services, and dealing with appropriate administrative issues.

11. Maintains close communication with the consulting psychiatrist and the mental health nurse for input regarding medication compliance, side effects of medication, and medication changes and alerts these members of the staff of any changes in client’s adjustment to such, which might suggest decompensation and a need for more aggressive intervention.

12. Maintains monthly billing logs and turns them in so that staff and client service information can be reviewed by supervisors and management personnel and can be reported to local and state funding sources to determine if performance contract levels of service have been achieved and/or maintained.

13. Performs other duties as assigned by the supervisor, which are consistent with the position and in compliance with agency policies and procedures.

ESSENTIAL KNOWLEDGE AND ABILITIES:

Knowledge:

The person providing case management services must have the knowledge of:
Services, systems, and programs available in the community including primary health care, support services, eligibility criteria and intake processes, generic community resources, and mental health, mental retardation, and substance abuse treatment programs;

The nature of serious mental illness, mental retardation, and substance abuse depending on the population served, including clinical and developmental issues;

Different types of assessments, including functional assessments, and their uses in service planning;

Treatment modalities and intervention techniques, such as behavior management, independent living skills training, supportive counseling, family education, crisis intervention, discharge planning, and service coordination;

The service planning process and major components of a service plan;

The use of medications in the care or treatment of the population served; and

All applicable federal and state laws, regulations, and local ordinances.

Skills:

The person providing case management services must have skills in:

- Identifying and documenting an individual’s needs for resources, services, and other supports;
- Using information from assessments, evaluations, observation, and interviews to develop ISPs;
- Identifying services and resources within the community and establishing service systems to meet the individual’s needs and documenting how resources, services, and natural supports, such as family, can be utilized to achieve an individual’s personal habilitative, rehabilitative, and life goals; and
- Coordinating the provision of services by public and private providers.

Abilities:

The person providing case management services must have abilities to:

- Work with team members, maintaining effective inter- and intra-agency working relationships;
- Work independently, performing position duties under general supervision; and
- Engage and sustain ongoing relationships with individuals receiving services.

Qualifications:

Must possess a combination of mental health work experience or relevant education, and training, which indicates the possession of knowledge, skills, and abilities necessary to perform essential job duties. Bachelor degree in relevant human services field plus at least one-year experience working with adults to meet Qualified Mental Health Professional (QMHP) according to DMAS requirements preferred.

**SALARY RANGE:**

Level 4F
FLSA STATUS:

Exempt

VERIFICATION OF ACCEPTANCE OF POSITION RESPONSIBILITIES:

This is to certify that I have read the above position description and accept the duties and responsibilities required of this position.

_____________________________________  ______________________________
Employee’s Signature      Date

_____________________________________  ______________________________
Immediate Supervisor’s Signature    Date

_____________________________________  ______________________________
Chief Operational Officer’s Signature     Date

_____________________________________  ______________________________
Chief Executive Officer’s Signature    Date

Effective Date:     July 2004
Revised:           July 2010; September 2012
Attached:          Organizational Chart

/lep