



## Job Description

**Job Title:** Case Manager

**Department:** Behavioral Health

**Reports To:** Clinical Supervisor

**Employment Category:** Regular Full-Time

**FLSA Status:**  Exempt or  Non-Exempt

**Position Summary:** The Case Manager will be accountable for providing direct and indirect supportive service activities to clients participating in behavioral health treatment and related departmental programs and services. The Case Manager works directly with the Behavioral Health and Medical teams, which includes behavioral health therapists, psychiatric providers, medical providers, the Clinical Supervisor, Behavioral Health director and departmental program managers to facilitate continued care referrals, provision of resources, follow-up calls, collaborative engagement, and the overall coordination of care for their clients.

### Essential Duties and Responsibilities:

- Provide culturally appropriate case management functions of assessment, treatment planning, advocacy, facilitation, referrals, coordination of care, and monitoring.
- Facilitate Coordination of care between the behavioral health providers, medical providers and specialty providers both internal and external.
- Assists the psychiatric provider with coordination of appointments, medication management and other supports as needed.
- Directly assists the clinician and participates in all level of care transfers.
- Provide supportive assistance in the completion of client orientations.
- Assists in the development of safety plans and provides crisis interventions, on-going support and assistance with the individual's plan of care.
- Serves as the primary contact person for the consumer for all resource based needs and support services for the client.
- Prepare comprehensive of case documentation as needed, writes progress reports, completes data tracking and respective reporting requirements.
- Collaborates with team to build a support system that integrates Traditional Healing and culture.
- Attends multi-disciplinary case conference meetings and other meetings as assigned.
- Facilitates integrative care and supportive service activities and appointments.
- Distributes educational materials in the community and informs clients of upcoming events or programs.
- Assists in planning, preparation and staffing for on and off-site community events such as health fairs, education and wellness conferences, cultural events and pow-wows.

### Other Duties and Responsibilities:

- Provides outreach services to target population and provides short- and long-term services to at-risk individuals and families to address crisis issues and resolve conflict.
- Facilitates client transportation, recruitment, reminder phone calls, integrative care needs, scheduling assistance with appointments, and related supportive service needs.

- Help patients make informed decisions by acting as their advocate regarding their clinical status and treatment options.
- Collects, compiles and submits data for entry to verify client contacts. Ensures all case management activities and client contacts are documented in the electronic health record.
- Educates the target community on various medical, behavioral health and health education outreach programs and the importance of utilizing the agency programs for health and well-being.
- Identifies appropriate programs for patients and families and directly assist in the enrollment process.
- Participates as member of inter-departmental team to coordinate /services.
- Conduct Hope and Wellness screens and ongoing risk assessments with their clients.
- Administration of ACES and resiliency screening tools utilized within integrative care services.
- Assess and act accordingly in response to treatment barriers and psychosocial issues.

**Education/Experience:** Bachelor's Degree is required in social work, psychology, sociology, public health, or other related concentration required. One year of demonstrated case management experience. Must be able to demonstrate requirements during the interview process.

**Additional Qualifications:**

- Must be self-directed.
- Must be able to maintain confidentiality, handle crisis and tolerate stress professionally.
- Must be able to kept all certifications and license, current and consistent with applicable regulations.
- Have a valid MI chauffer's license or able to obtain one within 90 days.
- Ability to maintain a flexible work schedule, including evenings, weekends and overnight or extended travel as necessary.
- Must have working knowledge of Microsoft Office package.
- Ability to promote an alcohol, tobacco and drug-free lifestyle.
- Ability to apply proficient understanding to carry out instructions furnished in written, oral or diagram form.
- Ability to read and comprehend simple instructions, short correspondence and memos.

**Other Requirements:** Familiarity and/or experience working with the Native American community; respect for and knowledge of traditional, cultural and spiritual practices of a diverse Native American community, as well as an ability to work with other racially, culturally and ethnically diverse populations.

**Work Environment/Physical Demands:** The characteristics and demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to stand; walk; sit and use hands to finger, handle, or feel. The employee is often required to stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to 20 pounds. The employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**NATIVE AMERICAN/AMERICAN INDIAN PREFERENCE IN HIRING WILL BE APPLIED AS DEFINED IN THE INDIAN PREFERENCE ACT (TITLE 25, U.S. CODE SECTIONS 472 AND 473).**

**Acknowledgement of Receipt**

I acknowledge that this job description is neither a contract of employment nor a legal document. I have received the job description, and I understand that it is my responsibility to read and comply with the duties contained in this description and any revisions made to it.

EMPLOYEE'S NAME (printed): \_\_\_\_\_

EMPLOYEE'S SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

ENTERED INTO PERSONNEL FILE BY: \_\_\_\_\_ DATE: \_\_\_\_\_

*Revised: 6-27-18*