

POSITION DESCRIPTION

POSITION TITLE:

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
441 North Main Street
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 long-term mental illness and for assessing client needs, developing, implementing and reviewing service plans, and working with other community resources in meeting/achieving client service needs.

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 Board policies and procedures.
2. Participates in regular interdisciplinary staff meetings held at position location.
3. Accepts newly assigned cases in which the diagnostic intake has been completed by a licensed provider. Completes case management assessment on all clients entering caseload.
4. Develops appropriate treatment/service plans with clients as the means for implementing appropriate services and developing effective alliances with clients.
5. Provides on-going supportive and/or case management functions 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.

6. Provides face to face reviews with the client and/or relevant staff on a regular basis 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 frequency reviews will be determined by relevant requirements.
7. Documents all service contacts on a timely basis including face-to-face interviews, collateral and networking contacts, correspondence and maintains the case records in accordance with agency and regulatory standards and requirements.
8. 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 if staff meets requirements of Qualified Mental Health Professional according to DMAS requirements.
9. 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.
10. Maintains close communication with the consulting psychiatrist and the MH 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 adjustment which might suggest decompensation and a need for more aggressive intervention.
11. Maintains service logs and turns them in on a weekly basis 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.
12. 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:

Working knowledge of the nature of serious mental illness and related treatment modalities, interventions and techniques; of different types of assessments and their uses in treatment planning; of consumers' rights; of local community resources and service delivery systems such as housing, social, welfare, educational, etc. . . ; of client record documentation requirements; and of client services plan development and implementation.

Abilities:

Demonstrated ability to interview and assess clients, using appropriate assessment tools, and observe, record and report on an individual's functioning; to read and understand assessments, evaluations, observation, and use in developing treatment plan; to identify community resources and services for clients and coordinate provision of services; to establish effective working relationships with internal agency staff as well as with relevant community organizations; interact positively with consumers and their families, work as a team member,

communicate effectively, verbally and in writing, to maintain confidentiality, and to work independently under general supervision.

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 to meet Qualified Mental Health Professional 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
Attached: Organizational Chart
/lep