

County of Humboldt Job Specification
BEHAVIORAL HEALTH CASE MANAGER I/II
Classification 0907
FLSA: Non-Exempt



DEFINITION

Under immediate to general supervision, provides case management, advocacy, support and coaching to children and/or adult clients and their families to promote behavioral health and well-being; works closely with clinicians to implement skills and reduce client impairments; acts as a facilitator and coordinator to provide services and resources to clients and families; assists clients and families with navigating behavioral health systems; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Behavioral Health Case Manager I receives immediate supervision from assigned supervisory or management personnel. Behavioral Health Case Manager II receives general supervision from assigned supervisory or management personnel. This classification exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Behavioral Health Case Manager I: This is the entry-level classification in the Behavioral Health Case Manager series. Initially under close supervision, incumbents learn and perform routine case management services. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the Behavioral Health Case Manager II level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Behavioral Health Case Manager II: This is the journey-level classification in the Behavioral Health Case Manager series. Positions at this level are distinguished from Behavioral Health Case Manager I by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

Positions in the Behavioral Health Case Manager class series are flexibly staffed and positions at the II level are typically filled by advancement from the I level after gaining the knowledge, skill, and experience which meet the qualifications for, and after demonstrating the ability to perform the work of, the higher level classification.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignment of different positions.

- Monitors, supports and assists clients on a regular basis in developing or maintaining the skills required to achieve independent living status; arranges for money management and educational, socialization, rehabilitation and other social services.
- Works closely with clinicians and other treatment team members to implement and monitor plans for each client including economic, vocational and physical health and resocialization needs, least restrictive living environment, and individual treatment requirements; and serves as case coordinator for assigned patients or clients, as needed.
- Provides support and assistance in crisis intervention situations and coordinates or arranges for needed services.
- Advocates for clients and encourages community resource providers and human services agencies to assist clients in their movement toward independent living; in conjunction with team members, develops community re-entry plans for Behavioral health clients; establishes specific linkages with local agencies and community resources to maximize the effectiveness of the case management system.
- Evaluates, advocates, and refers services for clients in outpatient, jail, or other locked facilities.
- Assesses the adequacy and appropriateness of client living arrangements and assists in securing alternative living arrangements when necessary.
- Evaluates board and care facilities for level of care and continuing program eligibility; provides supportive services to board and care staff, treatment plan development and acts as a liaison at the client level.
- Provides supported employment services to assist clients in obtaining and maintaining employment in the community; assists clients with obtaining vital documents, such as, birth certificates or other forms of identification.
- Works closely and cooperatively with the County Public Guardian, as needed; assists in facilitating and maintaining conservatorship arrangements; provides supportive documentation and testifies in court as required.
- Maintains accurate records in compliance with state and local requirements; documents client progress, problems and client response.
- Transports or provides access to public transportation to clients to attend appointments, shopping, or travel to other facilities to ensure the appropriateness of care and housing.
- Provides functional direction and oversight to student interns, as needed or assigned.
- Works closely with parents, caregivers and other child and family team members to support children and youth meeting client plan goals.
- Performs other related duties as assigned.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

QUALIFICATIONS

Some duties, knowledge, skills, and abilities may be performed in a learning capacity for entry-level (I Level) positions.

Knowledge of:

- Principles and methods of Behavioral health case management particularly as related to assessment of ongoing client needs.
- Techniques for dealing with children, youth or adults with behavioral health struggles and/or their families.
- Basic medical and psychiatric terminology.
- Community resources and service agencies.
- Standard medical recordkeeping, and the processing and maintenance of required documentation.
- Standard office administrative practices and procedures.
- Basic principles of training and instruction.
- Laws and regulations concerning board and care facilities.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Engage in relationships that are authentic, caring, respectful and inclusive so as to be responsive to the needs of the staff and community we serve.
- Assess ongoing case management needs for those with behavioral health struggles in board and care, other after-care settings and locked facilities including the jail.
- Develop effective client care plans to facilitate client maintenance.
- Perform crisis intervention, respond promptly to client emergency situations and take effective action.
- Provide support for a variety of chronically mentally ill clients.
- Document detailed client histories and maintain accurate records and files.
- Prepare clear and concise records, correspondence and other written materials.
- Exercise sound independent judgment within established guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Assess board and care homes for level of service.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Behavioral Health Case Manager I:

Education: Equivalent to an associate degree in social work, behavioral health, or a related field

OR

Experience: Two (2) years of experience providing case management related services in a social or health and human services program.

Behavioral Health Case Manager II:

In addition to the above:

Experience: Two (2) years of experience performing increasingly responsible case management work at a level equivalent to the County's class of Behavioral Health Case Manager I.

Licenses and Certifications:

- Some positions may require possession of a valid US driver's license upon date of application. Must obtain California driver's license following hire date per California DMV regulations.

PHYSICAL DEMANDS

- Must possess mobility to work in a standard office, out-patient, clinic, jail or juvenile facility, or other community based setting;
- Use standard office equipment, including a computer, and to operate a motor vehicle to visit various County and meeting sites;
- Vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.
- Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.
- Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information.
- Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment.

ENVIRONMENTAL CONDITIONS

- Employees work in an office, out-patient, clinic, jail or juvenile facility, or other community-based environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.
- Employees may interact with clients with behavioral disorders/erratic and assaultive behavior, including those which require emergency crisis intervention.

- Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

OTHER REQUIREMENTS

- Some departments may require pre-employment screening measures before an offer of employment can be made (i.e. background screening, physical examination, etc.).