

County of Humboldt Job Specification
SENIOR BEHAVIORAL HEALTH CASE MANAGER
Classification 0923
FLSA: Non-Exempt



DEFINITION

Under direction, plans, assigns, leads, trains, reviews and performs the work of staff responsible for providing advocacy, support and coaching to children and/or adult clients and their families to promote behavioral health and well-being; consults and provides support to complex or more difficult clients; 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

Receives direction from assigned supervisory or management personnel. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced-level classification in the Behavioral Health Case Manager series responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to ensure efficient and effective behavioral health case management services. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines and methods to deliver services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

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

- Provides lead direction, training and work review to assigned staff; organizes and assigns work, sets priorities and follows up to ensure coordination and completion of work.
- Provides input into employee hiring decisions, performance evaluations and disciplinary matters, as assigned.
- 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 other 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.
- Works closely with parents, caregivers and other child and family team members to support children and youth meeting client plan goals.
- Provides functional direction and oversight to student interns, as needed or assigned.
- Performs other related duties as assigned.

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

QUALIFICATIONS

Knowledge of:

- Principles and practices of leadership.
- Principles of providing functional direction and training.
- 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, including the processing and maintenance of required documentation.
- Standard office administrative practices and procedures.

- Laws and regulations concerning board and care facilities.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- 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 served.
- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Assess ongoing case management needs for those with behavioral health struggles in board and care, outpatient clinics, 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 behaviorally 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.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, and procedural, guidelines.
- 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:

Education and Experience: Equivalent to an associate degree in social work, behavioral health, or a related field and three (3) years of increasingly responsible behavioral health program experience providing direct services to the community.

OR

Experience: Five (5) years of increasingly responsible behavioral health program experience providing direct services to the community.

Licenses and Certifications:

- Some positions may require possession of 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.

ADDITIONAL REQUIREMENTS

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