

Bilingual Case Manager II

DEFINITION

Under direction, to assess client needs; to plan, implement and evaluate treatment plans for clients receiving mental health, child and adult abuse, and/or alcohol and drug services; to assist in the rehabilitation of individuals; and to perform other job related work as required.

DISTINGUISHING CHARACTERISTICS

This is the journey level in the Mental Health Counselor series. Incumbents will provide counseling and rehabilitation services as a paraprofessional member of a therapy team. Incumbents are assigned the more complex and more sensitive cases and work under less supervision.

REPORTS TO

Mental Health Director or designee.

CLASSIFICATIONS DIRECTLY SUPERVISED

None

EXAMPLES OF DUTIES

Duties may include but are not limited to the following:

Intake of new clients for initial assessment; assesses client needs for services in cooperation with clinical staff; develops and implements a variety of treatment plans compatible with client needs; evaluates treatment progress and effects modifications as appropriate; participates in a variety of treatment activities including individual and group counseling social/milieu therapy, rehabilitative counseling and occupational therapy; obtains or fabricates materials for use in therapy activities; organizes and directs special mental health projects with the advice of medical and professional staff; trains and supervises non-medical staff members and volunteers participating in the special mental health projects; develops after care and follow-up programs for clients; makes full use of community and county resources to help with rehabilitation; assists community organizations in recognizing and evaluating community conditions which contribute to mental health problems and stimulate community interests in correcting those conditions; acts as liaison between professional staff members, community organizations, hospitals and medical clinics, county offices and advisory boards, toward gaining community support and cooperation for mental health programs and services; conducts individual

and group counseling sessions; prepares daily records and notes and summarizes progress of treatment for clients; promotes recreational activities for clients; keeps records and prepares reports; consults with teachers, counselors, probation officers and other involved personnel on treatment approaches to be used with clients; works closely with County, State and Federal entities regarding Disability, SSI and other benefits.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move object weighing up to 25 pounds; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is usually performed in an office environment; frequent contact with staff and the public. Incumbent may be subject to call-out after hours. Travel to county sponsored trainings, including some overnights.

DESIRABLE QUALIFICATIONS

Knowledge of:

- Bilingual, Spanish speaking. Fluent in spoken and written Spanish.
- Recognized methods of treatment in dealing with individuals with mental or emotional problems.
- Alcohol and drug treatment and detoxification methods and issues.
- Methods and techniques of individual, group and family counseling.
- Principles, procedures, techniques and trends in alcohol and drug counseling.
- Problems of persons served in mental health, drug, alcohol, and child abuse programs.
- Psychology and DSM IV Diagnosis criteria
- Principles of individual and group behavior.
- Knowledge of Social Service Systems—County, State and Federal

Ability and willingness to:

- Assess needs and develop treatment plans.
- Carry out a variety of effective treatment activities, including individual and group, counseling under the direction of professional staff.
- Evaluate therapy programs and effect modifications as appropriate.
- Ability to learn Interviewing, counseling, and evaluation techniques.
- Ability to learn community organizations and lines of communication in the local community.
- Learn to interpret, apply, and explain Federal and State laws, rules, and regulations governing mental health programs and services.
- Communicate effectively orally and in writing.
- Prepare clear and concise reports.

- Maintain confidentiality; maintain working knowledge of HIPAA requirements.
- Think clearly and act calmly in a variety of situations.
- Establish and maintain cooperative working relationships; work in a treatment team setting.
- Use computers.
- Work on Crisis Team for on-call hours with supervision.

Training and Experience: Any combination of training and experience which would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities might be:

Two years of experience which would have provided a high degree of insight into individual or group problems such as mental health, drug abuse, alcohol abuse, old age, or domestic relations.

Upper division college courses in community resources, human services, behavioral sciences or other related fields are highly desirable.

Special Requirement: Possession of a driver's license valid in California.

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents will be required to follow instructions and to perform other job related duties as may be required.

Revised 5/99

Salary Range 56