

BEHAVIORAL HEALTH CASE MANAGER I/II/III

DEFINITION

Under direction, the Behavioral Health Case Manger I/II/III performs a wide range of duties 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; to complete related administrative tasks, and to perform other job related work as required.

DISTINGUISHING CHARACTERISTICS

This is the working level in the Mental Health Counselor or Substance Abuse Counselor series. Incumbents will provide counseling and rehabilitation services as a paraprofessional member of a therapy team. Incumbents are assigned the less complex and less sensitive cases and work under closer supervision. Additional duties include assisting with a variety of mental health and SUD programs, services, and activities coordination including: general client services, facilitation of Wellness Center activities, community outreach, department representation on various committees as assigned, and other compliance related tasks required by the position funding. Typically, incumbents can expect to promote to the Mental health Case Manager II after two years as a Mental Health Case Manager I and obtaining the necessary college courses.

The Case Manger I is the entry level into the series. Incumbents work under appropriate supervision based on the complexity and sensitivity of the program assigned. Assignments are typically limited in scope and this position does not supervise other staff.

The Case Manager II is the journey level in the series. Incumbents work under direction with more independence than in the entry level. They are responsible for performing a wider range of duties that require a greater level of responsibility and expertise.

The Case Manager III is the advanced journey-level class in the series where incumbents may serve as a lead worker over other coordinators and other lower level staff. This position is assigned more highly specialized and complex duties that require advanced and extensive knowledge pertaining to programmatic and direct service functions including department representation on various community and State committees and meetings.

REPORTS TO

Behavioral Health Program Manager, Director of Clinical Services, Substance Use Disorder Supervisor, Behavioral 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 treatment team;
-
- Evaluates treatment progress and effects modifications as appropriate;
-
- Organizes and directs special mental health projects with the advice of medical and professional staff;
-
- Makes full use of community 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 and advisory boards, toward gaining community support and cooperation for mental health programs and services;
- ;
- Prepares daily records 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 as directed by the treatment team. Organize, promote, execute community events and community programming as directed.
- Participate in community outreach events as directed, educating community on services and programming offered by department.
- Plans, organizes, conducts and participates in training and in-service education programs for staff and community members as directed.
- Implement programs funded through a variety of funding streams, including but not limited to the Mental Health Services Act, Substance Abuse Block Grant, and other grants, as identified;

DESIRABLE QUALIFICATIONS

Knowledge of:

- 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.

- General Psychology and abnormal psychology.
- Principles of individual and group behavior.

Ability and willingness to:

- Build and promote a behavioral health system that is culturally competent, strength based, recovery-oriented, and consumer driven.
- Ability to learn Interviewing, counseling, and evaluation techniques.
- Ability to learn community organizations and lines of communication in the local community.
- Ability to learn to interpret, apply, and explain Federal and State laws, rules, and regulations governing mental health programs and services.
- Ability to learn to assess clients' needs and collaborate with treatment team.
- Communicate effectively orally and in writing.
- Prepare clear and concise reports.
- Maintain accurate records and files, including timely input of required data and notes.
- Maintain confidentiality. Including understand and implement all requirements related to HIPAA and 42 CFR.
- Maintenance of files and information retrieval systems
- Basic office practices, procedures, and equipment.
- Think clearly and act calmly in a variety of situations.
- Establish and maintain cooperative working relationships.
- Software programs such as Microsoft word, Excel, Powerpoint, Sharepoint, Teams, MS Outlook, as well as basic spelling, punctuation, and grammar for written and oral communication.
- Represent the County in a positive and effective manner with internal and external contacts.

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.

OR

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

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.

Special Requirement

Possession of a valid driver's license.

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 05/2022

Salary Range 54/58/60