

POSITION DESCRIPTION

Classification Title: Consumer Services Specialist III

Position Title: Crisis Stabilization Case Manager

General Statement of Responsibilities:

This FLSA Non-Exempt position has responsibility for the provision of crisis stabilization services for mental health, substance abuse, and developmental disabilities individuals served by the Eastern Shore Community Services Board.

General areas of responsibilities include:

- As assigned, planning for and providing community-based crisis stabilization case management services for persons experiencing mental health, developmental disabilities, and/or substance abuse emergencies
- As assigned, providing liaison between ESCSB and Region V Reinvestment Project facilities for individuals sent to those facilities as an ESCSB Crisis Intervention, per the Region V Reinvestment Project Policies and Guidelines
- Providing outpatient case management services for current and prospective ESCSB clients per Medicaid and licensure guidelines

In carrying out the position responsibilities, the incumbent reports to and receives supervision from the Lead Emergency Services Clinician. The incumbent is required to exercise sound judgment, demonstrate initiative, maintain confidentiality, sustain effective intra- and inter-organizational working relationships, and develop and maintain sound, qualitative, well-organized services for the specified populations.

MAJOR DUTIES:

Crisis Stabilization Services

- Participate as a member of the emergency services treatment team that provides immediate, intensive short-term (up to 15 days) interventions for individuals who are experiencing an acute psychiatric crisis which may jeopardize their current community living situation and/or place them at risk of needing in-patient psychiatric treatment

- Conduct comprehensive assessments to determine an individual's emergency needs, functioning level, and the level of services needed to provide the appropriate degree of intensity in the least restrictive environment
- Develop a treatment plan that addresses the crisis needs
- Provide intensive crisis stabilization services that are individually specified and focused on helping the person regain his/her previous level of functioning, and reducing the risk of further deterioration
- Assess progress, adjusting the treatment plan as progress is made or further deterioration occurs, and transitioning the individual to a lower level of services designed to help him/her sustain the progress made during the crisis stabilization treatment time

Region V Reinvestment Project Liaison

- Work with the emergency services clinicians who facilitate an individual's admission to a psychiatric hospital or an in-patient crisis stabilization facility under Region V Reinvestment funding. This includes receiving referrals, reviewing assessments and on-going treatment, and gathering background information relevant to the individual's treatment needs
- Provide the direct liaison between the ESCSB and the treating facility which includes making on-site visits (initial visit must be within 24 hours of admission) to the facility to conduct on-going assessments of treatments needs, discharge planning, setting up the appropriate level of services in the community when the individual is discharged, and monitoring these follow-up services, at least through the first appointments

Case Management Services

- Assess an individual's case management service needs and develop an Individualized Service Plan (ISP) that addresses these needs
- Link (refer) the individual to other services that support the goals and objectives of the ISP
- Coordinate services and treatment planning with other treatment providers working with the individual
- Provide pre-discharge planning and follow-up services for individuals who have recently been discharged from public and private hospitals

in order to provide a smooth transition from hospital to community

- Enhance the individual's integration into the community by helping them learn about and use services that increase his/her independence, and support his/her positive and effective involvement in the community
- Make collateral contacts on behalf of or with an individual
- Monitor the provision of all identified services to assure that they are provided as planned, that the individual is able to use the services, and to make sure provision of services is consistent with the ISP
- Educate and counsel in the context of helping an individual use community resources and increasing his/her problem solving abilities relative to accessing and using needed services

These services are provided in the individual's home, in the community, at other service facilities, and/or ESCSB offices.

General Duties

- Attend meetings and in-service training activities (inter- and intra-agency staff meetings, conferences, seminars, etc.) related to position responsibilities
- Provide documentation of services provided per Medicaid, licensure, other 3rd party payers, and ESCSB policies and procedures
- Perform other job related duties as directed by the Lead ES Clinician, Director of Clinical Services, and/or Executive Director for providing services for the emergency services population

QUALIFICATIONS:

The incumbent should have position-related experience with the population served as well as experience responding to clinical emergencies and possess the following knowledge, skills, and abilities:

Knowledge of: Mental health, substance abuse, and developmental disabilities; the principles and techniques of mental health, substance abuse, and developmental disabilities crisis intervention; principles and techniques of case management services and treatment planning; principles and techniques of human services delivery systems; individual and family counseling; family system dynamics; and inter- and intra-agency coordination.

Skill (s) in: Providing crisis stabilization services to the mental health, substance abuse, and developmental disabilities population; identifying and accessing appropriate human service agencies using the family system approach orientation to services provision.

Ability (ies) to: Provide crisis stabilization services to the specified population; interface with local human services that may be of assistance in or have direct involvement over all client services provision; coordinate services; work effectively with all types and/or level of people; maintain a working relationship; exercise sound judgment; demonstrate initiative; maintain confidentiality; and effectively communicate in written and oral form.

HIPAA Access Level: 2=limited access to client/employee/contractor information

ORGANIZATION LOCATION:

EXECUTIVE DIRECTOR

LEAD EMERGENCY SERVICES CLINICIAN

DIRECTOR OF CLINICAL SERVICES & QI

CRISIS STABILIZATION CASE MANAGER

SALARY &/OR HOURLY RATE RANGE: Classification Level VIII

EFFECTIVE DATE: October 1, 2008

POSITION DESCRIPTION CONTENT:

Job descriptions are not intended to be, and should not be construed to be, all-inclusive lists of all responsibilities, skills, efforts, or working conditions associated with a job.

While this job description is intended to be an accurate reflection of the job requirements, management reserves the right to modify, add, or remove duties from particular jobs and to assign other duties as necessary.

SIGNATURES:

Crisis Stabilization Case Manager

Date

Lead Emergency Services Clinician

Date

Executive Director

Date