

## **POSITION DESCRIPTION**

**CLASSIFICATION TITLE:** Consumer Services Specialist III

**POSITION TITLE:** MH /SA Case Manager - Outpatient Services

### **General Statement of Responsibilities:**

This (FLSA Non-exempt) position has the responsibility to determine, provide, and/or coordinate available support services for the eligible individuals (children, adolescent, and/or adults) served by the Eastern Shore Community Services Board.

### **General areas of responsibilities include:**

- Case management to facilitate the linkage of individual service needs with appropriate services within the agency, other human service agencies in the community, public and private hospitals, and with other interested persons as well as family members; and
- Completion of position-related documentation in accordance with applicable Medicaid, licensure and agency regulations.

In carrying out position responsibilities the incumbent reports to and receives supervision from the Case Management Supervisor. In carrying out position responsibilities, the incumbent performs in accordance with established ESCSB policies and procedures, demonstrates initiative, exercises sound judgment, maintains confidentiality of information, and sustains effective working relationships, and is able to work to productivity targets and exercise time management skills.

### **MAJOR DUTIES:**

- Conduct comprehensive assessments to determine case management needs;
- Identify appropriate community resources such as housing, transportation, financial assistance and all other necessary services in order to provide for individuals in need of such services;
- Provide outreach services to individuals who are at risk of or experiencing mental health/substance abuse diagnosis;

- Coordinate with appropriate staff, human service agencies, hospital, clinics, courts, probation officers, and all other community resources in order to provide case management services for the chronically mentally disabled/at-risk individuals including assisting the individuals and/or their family members to apply for benefits which they are eligible to receive;
- Conduct support/skill building groups to provide education for the individuals we serve;
- Link the individuals directly to services and support specified in the treatment plan;
- Provide and/or arrange transportation for individuals and/or their family member to access services;
- Assist with treatment planning;
- Make home visits as required;
- Provide discharge planning for individuals by linking service needs with appropriate resources within the agency, other human service agencies in the community, public and private hospitals, and for project funded or state hospital admitted individuals;
- Monitor service delivery to assure the adequacy and implementation of the treatment plan;
- Complete and maintain proper case documentation in accordance with licensure, Medicaid and agency regulations;
- As needed, provide supportive counseling on a limited basis, involving individuals' significant others (e.g. parents, friends, siblings) as needed to promote implementation of the services plan and optimal community adjustment;
- As needed, plan for and provide community-based crisis stabilization case management services for persons experiencing mental health, intellectual disabilities, and/or substance abuse emergencies;
- Attend meetings and in-service training activities (inter- and intra-agency staffings, conferences, seminars, etc.) related to position responsibilities; and
- Perform other job related duties as assigned by the Case Management Supervisor and/or the Director of Clinical Services.

## **QUALIFICATIONS:**

The incumbent should have position-related experience with the population served and/or with the coordination of service provision, maintain Virginia licensure as a Qualified Mental Health Professional, and possess the following knowledge, skills, and abilities:

**Knowledge of:** The nature of serious mental illness in adults and serious emotional disturbance in children and adolescents; general knowledge of symptoms of addictive disorders and treatment of addictive disorders in adults and adolescents; treatment modalities and intervention techniques, such as behavior management, independent living skills training, supportive counseling, family education, crisis intervention, discharge planning and service coordination; different types of assessments, including functional assessment, and their uses in service planning; individuals' rights local community resources and service delivery systems; including support services (e.g. housing, financial, social welfare, dental, educational, vocational, legal/advocacy), eligibility criteria and intake processes, termination criteria and procedures, and generic community resources (e.g. churches, clubs, self-help groups); types of mental health programs and services; types of substance abuse programs and services; effective oral, written and interpersonal communication principles and techniques; general principles of record documentation; the service planning process and major components of a service plan; the use of medications in the care and treatment of mental health/substance abuse population; position-related federal, state, and local regulations.

**Skills (s) in:** Interviewing; observing, recording and reporting on an individual's functioning; identifying and documenting an individual's need for resources, services and other supports; using information from assessments, evaluations, observation and interviews to develop service plans; identifying and documenting how services within the community, in the established service system and family supports can be utilized to promote achievement of the individual's personal habilitation and/or rehabilitation and life goals; formulating, writing and implementing individualized service plans to promote goal attainment for people with serious mental illness, emotional disturbances, and substance abuse issues; negotiating with individuals and service providers, coordinating the provision of services by diverse public and private providers, identifying community resources and organizations and coordinating resources and activities; using assessment tools (e.g. level of function scale, life profile scale, SA assessment tools).

**Ability (ies) to:** Demonstrate a positive regard for individuals and their families (e.g. treating clients as individuals, allowing risk taking, avoiding stereotypes of people with mental illness and substance abuse, respecting individuals' and families' privacy, believing individuals are valuable members of society); be persistent and remain objective; work as a team member, maintaining effective inter- and intra- agency working relationships; communicate effectively, verbally and in writing; work independently under general supervision; establish and maintain ongoing supportive relationships with the individuals served.

The incumbent must have a valid driver's license and satisfactory driving record.

**HIPAA Access Level:** 2=access to all client information

**ORGANIZATION LOCATION:**

**EXECUTIVE DIRECTOR  
DIRECTOR OF CLINICAL SERVICES & QUALITY IMPROVEMENT  
CASE MANAGEMENT SUPERVISOR  
MH/SA CASE MANAGER**

**SALARY &/OR HOURLY RATE RANGE:** Classification Level VII

**EFFECTIVE DATE:** October 1, 1998

**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:**

\_\_\_\_\_  
MH/SA Manager Date

\_\_\_\_\_  
Case Management Supervisor Date

\_\_\_\_\_  
Executive Director Date