Job Description

<table>
<thead>
<tr>
<th>Job title</th>
<th>Case Managers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reports to</td>
<td>ACT Team Leader</td>
</tr>
</tbody>
</table>

Position Summary

The function of the Case manager is to provide Assertive Community Treatment (ACT) wrap around services, including case management, mental health counseling, substance abuse treatment, psychosocial education, housing and employment services to ACT consumers.

Essential Duties and Functions

- Provide services at times and locations convenient to clients at home or in the community.
- Provide on-call, after-hour support to clients as scheduled.
- Provide face-to-face services in the client’s home, in public places, wherever necessary.
- Ensure clients have access to and utilize the ACT after-hours on-call staff for emergencies or after-hour support.
- Utilize Motivational Enhancement Therapy (MET), Recovery Model, Harm Reduction, Cognitive Behavioral Therapy, and Stages of Change techniques to engage and provide treatment to clients.
- Assume lead roles with designated clients. Develop, coordinate, and implement treatment, rehabilitation, and support services for these cases.
- Develop treatment plans, early intervention plans, and recovery action plans with clients.
- Assist with medication monitoring of self-administration and medication education.
- Perform crisis intervention.
- Provide direct assistance with family of clients in areas such as in-home family education and relationship building.
- Provide transportation assistance to consumers; including public transportation or use of private vehicle. Assist clients in becoming transportation independent.
- Provide assertive outreach when necessary to engage clients.
- Assure continuity of care when client is in the hospital, jail, respite, etc.
- Actively participate in on-site discharge planning for new ACT referrals preparing to leave an impatient unit to become a client of ACT.
- Engage in collateral consultation and service coordination planning meetings.
- Submit accurate and on-time chart documentation and reports.
- Submit accurate and on-time mileage reimbursement documentation.
- Document telephone and face-to-face contacts with consumers on program progress notes (due the next day after face-to-face contact).
- Document all collateral contacts and community-based activities.
- Complete a monthly statistical summary on primary consumers and submit by the first of each month.
- Perform monthly self-audits of all documentation to ensure accuracy.
- Maintain up-to-date consumer charts, statistical forms; and other information and documentation as required.

Qualifications

1. A Bachelor or master degree in in one of the core behavioral health disciplines or related field including but not limited to social work, psychology, education, counseling, rehabilitation counseling, or general studies with major concentration in a human services-related field from an accredited institution
2. One year of training/experience in case management and support
3. The ability to interact professionally with clients, their families and other professionals
4. Organizational skills; ability to complete documentation timely and accurately
5. Experience required: 1-3 yrs

**Working conditions**

**Hazard and Atmospheric Conditions**

<table>
<thead>
<tr>
<th>☐ Exposure to Fumes</th>
<th>☐ Exposure to Dust</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Exposure to Extreme Heat</td>
<td>☐ Exposure to Extreme Cold</td>
</tr>
<tr>
<td>☐ Wet and/or Humid</td>
<td>☐ Exposure to Loud Noise</td>
</tr>
<tr>
<td>☐ Exposure to Confined Places</td>
<td>☐ Mists or Gases</td>
</tr>
<tr>
<td>☐ Exposure to Mechanical Hazards</td>
<td>☐ Exposure to Chemical Hazards</td>
</tr>
<tr>
<td>☐ Exposure to Electrical Hazards</td>
<td>☐ Radiant Energy Hazard</td>
</tr>
<tr>
<td>☐ Exposure to Heights</td>
<td>☐ Exposure to Burn Hazard</td>
</tr>
</tbody>
</table>

Additional Special Working Conditions:

**Physical requirements**

**Lifting Requirements**

- ☒ Sedentary: exerting up to 10 pounds of force occasionally, and/or a negligible amount of force frequently or constantly to left, carry, push, pull or move objects (including self). Most work involves sitting majority of the time.
- ☐ Light: exerting up to 20 pounds of force frequently, and/or negligible amount of force constantly to move objects. The use of arm and/or leg control requires force greater than sedentary, but worker still sits majority of time.
- ☐ Medium: exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds constantly to move objects.
- ☐ Heavy: exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
- ☐ Very Heavy: exerting over 100 pounds of force occasionally, and/or move 50 pounds of force constantly to move objects.

**Physical Requirements**

- ☒ Stand or Sit (stationary position)
- ☒ Walk
- ☒ Use hands or fingers to handle or feel (operate, activate, prepare, inspect, position)
- ☒ Climb (stairs/ladders)
- ☒ Talk/Hear (communicate, converse, convey, express/exchange information)
- ☒ See (detect, identify, recognize, inspect, assess)
- ☐ Pushing or Pulling
- ☐ Repetitive Motion
- ☒ Reaching (high or low)
- ☒ Kneel, Stoop, Crouch or Crawl (position self, move)
Additional Requirements:

Reporting Relationships

List by job title any position(s) that supervises and is to be supervised by the incumbent: n/a

Submitted by: ____________________________
Date submitted: __________________________
Reviewed By: ____________________________
Reviewed Date: __________________________

Ideally, a job description should be reviewed annually and updated as often as necessary.

Employee Signature/ Date: __________________________________________________________

Manager Signature/ Date: __________________________________________________________