

HEALTH SERVICES CASE MANAGER III

DEFINITION

To perform a variety of para-professional and responsible duties in the provision of mental health services to eligible individuals, families and groups

DISTINGUISHING CHARACTERISTICS

The Health Services Case Manager III is distinguished from the Health Services Case Manager I/II positions by the assignment of handling the more difficult cases and the responsibility of overseeing certain aspects of the Mental Health Services as directed by the Health Services Program Manager.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from the Health Services Program Manager and higher-level management staff; may provide leadership and coordination of activities to the Health Services Case Manger I/II and lower-level staff as assigned.

EXAMPLES OF DUTIES -- Duties may include, but are not limited to, the following:

Responsible for providing case management to LPS (Lanterman-Petris-Short Conservatorship) clients and clients who are placed in residential treatment facilities. Assist Supervising Counselor with “difficult” placements of adult and children.

Assist in coordinating client placements in residential treatment facilities.

Responsible for monitoring and providing a face-to-face visit for each client placed in residential treatment for a period of 30-days or longer and to ensure that a face-to-face visit takes place for each period of 30-days.

Responsible for coordinating an exit assessment visit with clients prior to release from residential facilities. Coordinate with the Program Manager and Supervising Clinician to assess progress and facilitate a favorable outcome and to provide referrals to other agencies as appropriate.

Maintain close and cooperative relationships with community agencies, other public agencies, care homes and hospitals in carrying out treatment plans; provide information to other County departments and agencies as appropriate.

Maintain close and cooperative relationship with the Court system to coordinate appropriate assistance to clients with mental health needs, involved within the Court system.

Provide evaluation and consultation services to individuals and agencies.

Attend all Management and Planning (MAP) Meetings, assist with difficult placements.

Provide information to potential clients and parents/guardians, if applicable, regarding program requirements and benefits.

Interview and counsel clients; develop and implement treatment plan; provide follow-up sessions and assist clients with the resolution of problems.

Review and consult with other clinical staff about case management treatment plan for clients to assure that appropriate care is provided.

Provide case management through individual or group methods.

Make clinical determination of crisis situations and work with other staff members as appropriate to resolve the crisis.

Participate in developing and implementing community service, outreach and client advocacy programs. Provide program information to the community. Develop outreach materials as needed.

Maintain and update required records, notes and charts, forms and reports for all applicants and eligible individuals. Prepare and submit required case summaries; present reports to committees and agencies as required.

Coordinate services with individuals. Coordinate activities with other departments, medical providers, schools and/or other outreach agencies to ensure that the needs of clients are met.

May provide or make arrangements for client transportation; may provide or make arrangements for English-Spanish or other translation.

Assess client's basic living requirements and assist in obtaining assistance as necessary; serve as an advocate for clients in court as necessary.

May perform home visits as appropriate.

Attend staff meetings and other meetings as required.

Attend meetings with other departments, government agencies and local agencies in matters regarding health services issues.

Attend training, workshops and continuing education classes as required or appropriate.

Assume responsibility for all duties of Case Managers I and II within your own role as Case Manager III.

Perform general administrative/office work as required, including but not limited to copying and filing documents, preparing/typing documents, answering the telephone, faxing information, entering computer data, attending meetings, ordering supplies, maintaining office cleanliness, etc.

May participate in promoting department programs and opportunities within the community.

Adhere to work schedule/site assigned by Program Manager.

Maintain professional appearance and conduct as per county rules and regulations.

Maintain current understanding of regulations regarding Medi-Cal, Utilization Review and Managed Care. Failure to comply with current regulations will result in disciplinary action as stated in the General Unit MOU, Article 7.01.

Maintain professional conduct as outlined in the Health Services Agency Ethics Statement.

In endeavoring to be culturally competent, attend relevant trainings and perform surveys as requested.

Perform performance evaluations for subordinates.

QUALIFICATIONS:

Knowledge of:

Principles, practices, methods and techniques of mental disease / alcohol and drug intervention and case management services.

Pertinent federal, state and local laws, codes and regulations.

Basic principles of psychology and sociology.

Causes, effects and methods of treatment for mental health diseases and disorders.

Principles and practices in drug and alcohol services.

Causes, effects and methods of treatment for alcohol and drug abuse.

Principles and practices of leadership, coordination and training.

Methods of medical case recording and report preparation.

Principles and procedures of record keeping.

Social, psychological, environmental and physical aspects of mental and emotional disturbances, disorders, and impacts on clients.

Community social service agencies, other organizations and their functions.

Interviewing and counseling practices and techniques.

Crisis Intervention procedures.

Business letter writing and report preparation; English language usage, punctuation, spelling and grammar.

Modern office procedures, practices and technology.

Ability to:

Resolve issues on a one-on-one basis, prior to bringing them to the Program Manager or Supervising Clinician.

Learn federal, state and local policies, procedures, laws and regulations.

Interpret and apply federal, state and local policies, procedures, laws and regulations.

Provide effective leadership, coordination and training as assigned.

Interview and counsel clients, provide case management and take effective courses of action.

Maintain confidentiality as appropriate.

Prepare and maintain accurate reports, records and logs.

Gain cooperation through discussion and persuasion.

Speak confidently and professionally before various groups.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative-working relationships with those contacted in the course of work.

Organize and take the initiative to perform job duties with minimal supervision.

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EXPERIENCE AND TRAINING GUIDELINES

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of responsible experience in the provision of case management services, psychiatric social services, counseling or substance abuse counseling or one year experience as a Health Services Case Manager II.

Training:

Bachelor’s degree from an accredited college or university with major course work in psychology, behavioral science, social work or related field.

LICENSE OR CERTIFICATE

Possession of, or the ability to obtain a valid California Driver License.
Possession of a license as psychiatric technician is desirable.

Health Services Case Manager III

Classification Code:	4346003
Bargaining Unit:	40
FLSA Status:	Y
Workers’ Compensation Code:	8810
Pay Table:	CNTY
Range:	Refer to current “Class Range Sort List”