

HEALTH AND HUMAN AGENCY SERVICES CASE MANAGER III

DEFINITION

Under general supervision, performs variety of para-professional and responsible complex duties in the provision of mental or public health services to eligible individuals, families and groups; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Health and Human Services Agency Case Manager III is distinguished from the HHSA Case Manager I/II positions by the assignment of handling the more difficult assignments, cases or projects and the lead responsibility of overseeing certain aspects of the Mental or Public Health Services as directed by the HHSA Program Coordinator or Program Manager. At this level, the position may also functions in a supervisory capacity over Case Manager I/II.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from the Health and Human Services Agency Program Coordinator or Program Manager; exercised direct supervision over lower-level staff.

TYPICAL DUTIES

Duties may include, but are not limited to, the following:

- Plans, assigns, supervises, and reviews the work of employees performing journey level case management; selects, trains, evaluates, and disciplines subordinate staff.
- Responsible for providing complex case management to LPS (Lanterman-Petris-Short Conservatorship) clients and clients who are placed in residential treatment facilities. Assist Supervising Mental Health 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.
- Provides determinations and recommendations for conservatorships to the Director; completes assessments, screenings, and required documentation.
- Provide evaluation and consultation services to individuals and agencies.
- Attend all Management and Planning (MAP) Meetings and Multi-Disciplinary Team (MDT) meetings to assist with difficult placements.
- Serves as an agency liaison with the office of the Public Guardian.
- Provide leadership in the creation, coordination and implementation of health education programs throughout the community.
- Provide information to potential clients and parents/guardians, if applicable, regarding mental and public health program eligibility requirements and benefits.
- Interview and counsel clients; develop and implement treatment, educational, nutritional 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.
- May lead and/or 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 for a variety of mental and public health programs. Prepare and submit required case summaries, necessary documentation and materials; 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 meetings, training and workshops with other departments, government agencies and local agencies in matters regarding mental and public health services issues.
- 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.
- Performs related duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

- Principles, practices, methods and techniques of mental disease / alcohol and drug intervention and case management services.
- Principles, practices, methods and techniques of health education, child development, and parent education,
- Principles, practices, methods and techniques of nutrition and public health counseling 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 or public health diseases and disorders.
- Principles and practices in drug and alcohol services.
- Principles and practices of group facilitation.
- 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, within scope of practice.
- Crisis Intervention procedures.
- Business letter writing and report preparation; English language usage, punctuation, spelling and grammar.

Ability to:

- Resolve issues on a one-on-one basis, prior to bringing them to the Program Manager, Health & Human Services Agency Coordinator 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.
- 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 and resolve issues professionally.
- Organize and take the initiative to perform job duties with minimal supervision.

EXPERIENCE AND EDUCATION 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:

Education and Experience:

Three (3) years of responsible experience in the provision of mental or public health case management services, psychiatric social services, public health education services, counseling, nutrition counseling or substance abuse counseling.

OR

One (1) year experience as a Health & Human Services Agency Case Manager II.

LICENSE OR CERTIFICATE

Possession of or the ability to obtain a valid California Driver License.

WORKING CONDITIONS

Mobility - Frequent operation of a data entry device and sitting for long periods of time; occasional standing for long periods of time, walking, pushing/pulling, bending/squatting, driving, and climbing stairs.

Lifting - Frequently 5 lbs or less; occasionally 5 to 30 lbs.

Visual - Constant use of overall vision and reading/close-up work; frequent need for color perception, hand/eye coordination, and field of vision.

Dexterity - Frequent holding, reaching, grasping, repetitive motion, and writing.

Hearing/Talking - Frequent hearing of normal speech, hearing on the telephone, talking in person and on the telephone.

Emotional/Physiological Factors - Frequent decision-making, concentration, and working alone; occasional public contact.

Special Requirements - Some assignments may require occasional working weekends, nights, and/or occasional overtime; occasional travel.

Environmental Conditions - Occasional exposure to noise, dust, and poor ventilation; occasional exposure to varied weather conditions.

Health & Human Services Agency Case Manager III

Classification Code:	4346003
Bargaining Unit:	40
FLSA Status:	N
Workers' Compensation Code:	8810
Pay Table:	CNTY
Range:	350