



POSITION AVAILABLE
Case Manager
(Starting Salary: \$15.89 - \$19.96/hour DOE)

POSITION TITLE: Case Manager

FLSA STATUS: Non-Exempt

REPORTS TO: Community Support Services (CSS) Supervisor

JOB PURPOSE: Provides a range of case management services on site and in the community to assist adults in attaining the goals established in their Individual Treatment Plans. Assures that services are congruent in age, strengths, supports, and cultural framework of the individual being served.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Plans, implements, and coordinates services required to meet the health and human service needs of clients.
- Develops Individual Service Plans to address individual needs and guide the focus of treatment.
- Provides ongoing assessment of a client's cognitive, emotional, physical, social, and vocational strengths and needs.
- Provides intensive case management services to promote recovery and reintegration.
- Assists clients with funding and meeting basic needs of food, shelter, clothing, and transportation.
- Assists clients with setting and reaching education and vocational goals.
- Assists in the development of natural support systems for clients
- Advocates for clients with community agencies.
- Teaches skills such as problem-solving, goal-setting, money management, symptom management, communication, social skills, and how to access community resources.
- Communicates with hospital personnel to facilitate discharge of clients and return to community.

- Provides supportive counseling and psychoeducational services in individual, family, and group formats.
- Maintains familiarity with and handles client information in accordance with Federal Regulations (42 CFR, Part 2), the Revised Code of Washington (RCW 71.05.390 and RCW 71.24), and other applicable laws pertaining to confidentiality of client and staff information.
- Maintains physical security of confidential materials and assigned Agency property.

SECONDARY DUTIES AND RESPONSIBILITIES:

- Performs relevant clinical and administrative tasks according to agency policies.
- Demonstrates proficiency in utilization of the Agency's electronic medical record system.
- Participates in team meetings and program development.
- Attends Performance Improvement Meetings on a regularly scheduled basis.
- Provides information and education to community members.
- Maintains high standards of professional conduct in interaction with clients, staff, and other community members.
- Obtains and implements special population consultations as required.
- Maintains professional competency through a program of professional development and in-service training.
- Demonstrates flexibility in adapting to changing work demands.
- Performs other duties as assigned or requested.

PERFORMANCE EXPECTATIONS:

- Maintains accurate, timely chart information in compliance with SBHO and state funding sources and agency quality assurance guidelines.
- Meet agency productivity expectations of 50% on a consistent basis.
- Meet agency expectations for documentation of services.
- Meets all contract obligations.
- Coordinate and prioritize work assignments so that tasks are completed on time and in a quality manner.

REQUIRED EDUCATION, LICENSE(S), CERTIFICATION, AND EXPERIENCE:

Education: Bachelor's degree in psychology, social services, or a related field

Experience: Two years of experience in providing case management or clinical treatment services.

Licensure: Agency Affiliated Counselor Registration and valid WA State Driver's License.

PREFERRED ADDITIONAL CREDENTIALS/EXPERIENCE:

Experience: Experience working with individuals with serious, persistent mental illness.

KNOWLEDGE, SKILLS, AND ABILITIES:

Essential:

- Ability to multitask and effectively manage a caseload of individuals with diverse needs.
- Knowledge of the classification of mental disorders contained in the current DSM.
- Knowledge of how mental health symptoms may present differently in older adults.
- Ability to utilize Mini-Mental Status Examination and other measures to assess cognition and symptoms.
- Understanding of the impact of health related problems on psychiatric illness and knowledge of medical issues that may mimic psychiatric symptoms in older adults.
- Ability to educate clients about signs, symptoms, and recovery from mental illness.
- Understanding of current knowledge on recovery.
- Knowledge of social service delivery systems, particularly as related to older adults.
- Ability to coordinate care with multiple service providers.
- Basic knowledge of psychotropic medications and side effects.
- Ability to work independently.
- Ability to communicate effectively both orally and in writing.
- Capability to use sound judgment in problem solving and clinical intervention.
- Practice of respectful communication with clients to enhance rapport and positive outcomes.
- Ability to plan and prioritize work and meet the Center's performance, quality assurance and productivity standards.

NATURE AND SCOPE:

Physical Demands:

- Moderate physical effort occasionally lifting up to ten pounds.
- Must be able to operate a motor vehicle.
- Must be able to tolerate sitting in a vehicle, office, or community setting for the required number of hours in a work day.

Cognitive Skills:

- Advanced verbal and written communication skills.
- Must be able to enter data into a computerized electronic medical record.

Working Environment:

- May be exposed to infections and contagious diseases.
- Occasionally Exposed to patients exhibiting assaultive behaviors.
- Able to visit with clients in office and community settings.

Working Demands:

- Frequent pressure due to schedule demands.
- Contact with patients under a wide variety of circumstances.
- Subject to varying and unpredictable situations.
- Handles emergency or crisis situations.

Principal Challenges:

- Working collaboratively with interdisciplinary staff.
- Working collaboratively with clients, family members, and other community members.
- Ensuring compliance with agency and funding standard for documentation and delivery of services.
- Works with a wide variety of clients with serious, persistent mental illness.

Closing Date

- Open until filled

To apply, forward resume and cover letter to:

Amanda Hill, Human Resources Specialist
Peninsula Behavioral Health
118 E. 8th Street
Port Angeles, WA 98362
Or,
employment@peninsulabehavioral.org
or apply at www.peninsulabehavioral.org

(Equal Opportunity Employer)

NOTICE

The above job announcement is meant to describe the general nature and level of work being performed. It is not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required for the position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws.

Requirements are representative of minimum levels of knowledge, skills, and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently. Job requirements may be subject to possible modification to reasonably accommodate individuals with disabilities.