



POSITION AVAILABLE
Children's Case Manager
(Starting Salary: \$15.68 - \$21.00/hour DOE)

POSITION TITLE: Children's Case Manager

FLSA STATUS: Non-Exempt

REPORTS TO: Children and Family Services (CFS) WISE Clinical Supervisor

JOB PURPOSE: To function as a member of a multidisciplinary team while demonstrating the clinical skills and experience to assess, plan, develop, coordinate, and provide treatment and support services to clients and families. To provide education, consultation to families, and crisis intervention services to clients and families assigned to the team. To improve the operations of Peninsula Behavioral Health (PBH) in support of its stated mission. To provide the highest level of customer service to internal and external customers.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide intensive care coordination services for WISE clients and families consisting of individual, group and family counseling, crisis intervention, and case management services.
- Facilitate Child and Family team (CFT) meeting to ensure access, voice and choice within the wraparound process and to support the family's connection to the CFT members. Support additional meetings as needed including Clallam County resources, Individualized Education Plan (IEP) conferences, Clallam County Court proceedings and Family Team Decision Making (FTDM) meetings with Washington State Division of Child & Family Services (DCFS).
- Create the Plan of Care for each family in WISE that describes the family, the team, and the work to be undertaken to meet the family's needs. Ensure that the Plan of Care is updated after each CFT meeting and that the Team Goal is rated by all in attendance. Complete all action steps assigned during the CFT meetings.
- Complete a CANS screening and assessment on WISE referred children/youth. Reassess the child/youth using the CANS every three months. Use the CANS

- outcomes as part of the Plan of Care. Document client progress to maintain a permanent record of client activity according to established policies and procedures.
- Complete all required progress notes according to PBH guidelines, policies and procedures regarding format, content and timeliness. Ensure that progress notes accurately depict treatment modalities and interventions provided within the clinician's scope of practice and according to the treatment plan.
 - Provide and coordinate outreach and crisis intervention services to families in the community, and routinely identify and evaluate physical risk factors for self and others while in potentially unsafe neighborhoods and homes. Consult with DMHPs and law enforcement officials when appropriate. Participate as scheduled in the WISe crisis coverage and services 24hours/7 days a week.
 - Assist in developing and leading recreational activities for children and families such as spring and summer day camp, monthly family fun nights, and other activities as deemed appropriate to the children and families served on the team.
 - Educate and support clients' families. Consult with families and community agencies such as DSHS, schools, court systems, etc., to maintain coordination in the treatment process.
 - Assist and support clients and families in finding and effectively using a primary care physician and a dentist and to develop health self-management skills. Work with team to coordinate psychiatric care with medical care.
 - Participate in the assessment of the client's psychiatric and medical history (e.g. onset, course, and effect of illness, past treatment and responses, and risk behaviors), mental status and diagnosis; physical health and dental health; use of drugs or alcohol; education and employment; social development and functioning; activities of daily living (e.g. self-care, diet and nutrition, etc.) and family structure and relationships.
 - Participate in providing information to clients on substance use issues such as the effect on mental and physical health and daily functioning. Participate to planning to reduce use or abstain from the use of substances, and help teach replacement behaviors.
 - Monitor assigned clients for LRA (Less Restrictive Alternative) compliance. Facilitate LRA extensions with CRT and all court-involved personnel to ensure LRAs are continued uninterrupted, as appropriate. Assist CRT in determining when revocation is appropriate.
 - Work in a cooperative and collaborative manner as a team member. Assist in building positive working relationships with staff of all agency departments.
 - Pursue professional growth by seeking out learning opportunities and integrating new learning into daily work practices. Maintain a working knowledge of current trends in community mental health, including health care reform and automation of job tasks using computer technology.
 - Meet or exceed productivity standards.
 - In addition to the above, any other responsibilities appropriate to the position and not specifically listed in the job description.
 - 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.

- Attends Performance Improvement Meetings on a regular scheduled basis.

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
- 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-services training.
- Demonstrates flexibility in adapting to changing work demands.

PERFORMANCE EXPECTATIONS:

- Maintains accurate, timely chart information in compliance with SBHO and state funding sources and agency quality assurance guidelines.
- Meet agency productivity expectations 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: Minimum of 2 years' experience working with clients with mental illness

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

Other: Reliable, insured transportation. Possess and maintain valid driver's license with an acceptable motor vehicle report.

PREFERRED ADDITIONAL CREDENTIALS/EXPERIENCE:

Experience: Experience working with individuals with serious, persistent mental illness. Experience in wraparound preferred. Experience co-occurring disorders treatment, individual and group therapy, or substance abuse treatment.

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 Agency's performance quality assurance and productivity standards.

NATURE AND SCOPE:

Physical Demands:

- While performing the duties of the job, the employee is required to walk, sit, use hands and fingers, reach with arms, talk or listen. Peripheral vision is also required for this position.
- 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

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.
- Able to visit with clients in office and community settings.

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.