

Job Description

Job Title: Care Manager **Division:** Behavioral Health

Created: January 27, 2020 **Amended:**

Job Code: 21-10 **Role:** Admin / **Function:** Direct Care/ **Wage & Hour Status:** Non-Exempt
Clinical Support

Employee Name:	Dept Name/RU:
Supervisor:	Positions Supervised:
	None

POSITION SUMMARY

The purpose of care management is to assist individuals with the coordination of their mental and physical health care services.

The primary goal of care management is to facilitate communication with the individuals' medical and psychiatric providers to ensure quality treatment is provided in the most efficient and effective manner. The desired outcome for persons using this service is overall health, and the ability to access the services needed to maintain both physical and mental wellness.

Expected to maintain a performance evaluation score of 3 or greater on each measured item.

To perform this job, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

MINIMUM QUALIFICATIONS (required for an interview)

- Bachelor's degree from an accredited university or college with a major in counseling, social work, psychology, criminal justice, nursing, rehabilitation, special education, health education or a related human services field (a human services related discipline is one in which major course work includes the study of human behavior and development AND a minimum of one year of full time or equivalent experience working with adults experiencing serious mental illness.
- OR Bachelor's degree from an accredited university or college AND three years full time or equivalent experience working with adults experiencing serious mental illness.
- Ability to provide treatment planning and assessments to address the needs of individuals, obtain releases for medical providers to ensure effective communication

regarding medications and complete follow-up calls to ensure individuals ability to continue services with referrals to address barriers to effective care when needed.

- Must have knowledge of and comply with state and federal statutes, rules and policies that effect the target population.
- All employees are required to have basic computer skills. These basic skills will include knowledge of creating folders, saving and retrieving files, e-mail (Outlook), MS Office (Word and Excel), using web browsers such as Internet Explorer and/or Mozilla Firefox, along with operating a keyboard, mouse, and printer.
- Meet minimum standards for screening of mental health personnel as contained in F.S. 394.4572
- Life Management Center maintains and enforces a drug-free workplace policy. Applicants are required to be drug tested prior to employment. Under certain circumstances, employees may also be required to submit to drug and/or alcohol testing. Information on the Drug-Free Workplace Policy is contained in the employee Handbook and set forth in the Drug-Free Workplace Policy, available through the Human Resources Department and the organization's website at www.lmccares.org

SUPERVISOR: Adult Case Management Component Director

POSITIONS SUPERVISED: None

WAGE AND HOUR STATUS: Exempt: _____
Non-exempt: XX

POSITION COMPETENCIES

I. Competency: Interview, gather and interpret clinical data

1. Requests, collects and updates the client's current information at each visit. This includes list of medications and name of medical providers and the obtaining of releases of information as needed.
2. Explains in assessment the circumstances that prompted services and considers information from the client, family and significant others and collateral resources to include current and past treatment records.
3. Assesses needs for physical health and mental health needs, abstinence from substance use and effectiveness of current/past services and interventions.
4. Assesses relationships with environmental supports including natural support system and family relationships.
5. Assesses personal current and potential strengths.
6. Assesses emotional, social, behavioral and developmental functioning and needs within the home, school, work place and community.

II. Competency: Use assessment information to develop an individualized treatment plan and treatment plan review

1. Assures that the treatment plan is developed in partnership with the client, parent/guardian/legal custodian (if applicable), service providers and other significant persons to the implementation of the plan.
2. Assures and documents that the client, parent/guardian/legal custodian (if applicable) receives treatment plan.

Employee Name:

3. Reviews/revises treatment plan every six months or at significant life junctures including comments on the status of each treatment plan component.

III. Competency: Provide individualized person-centered services.

1. Provides individualized treatment planning and identifies SNAP (*Strengths, Needs, Abilities, Preferences*).
2. Assures that treatment goals/objectives clearly justify expenditures made with state funding (e.g., payment of utility bill, purchase of clothing).
3. Monitors treatment plan goals and objectives and determines if any changes/updates are needed to the treatment plan.
4. Provides supportive services to include working with client's natural support system to eliminate barriers to receiving services.
5. Conducts discharge planning with the client (and involves significant others when available and appropriate).
6. Establishes rapport with clients and families to foster engagement and develop a therapeutic relationship.
7. Complete calls to and schedule appointments for the individuals who do not show for appointments or have not engaged in services in ninety days but want to continue to receive services.

IV. Competency: Assess and respond to client risk.

1. Assess for risk and protective factors.
2. Recognizes and responds to high risk factors including suicidal and homicidal ideation.
3. Recognizes, responds to and defuses volatile or dangerous situations.
4. Seeks supervision and consultation as needed in regard to safety management.
5. Recognizes and manages transfers/hand-offs and other critical points in treatment (critical risk points include but are not limited to: initial contact, change or transfer of care, change in legal status, change in life events, change in mental status, change in physical condition, change to a less restrictive level of care, discharge from services).

CORE ORGANIZATIONAL VALUES

THESE ARE STANDARD ACROSS ALL POSITIONS

It is the mission of LMC to provide comprehensive, integrated care that promotes the health and quality of life of our community members.

V. Competency: Supports LMC's mission, values, and standards

1. Maintain agency and program standards for documentation and EHR

- Complete documentation within LMC guidelines (24 hours of service occurrence).
- Complete documentation in an accurate and intelligible manner.
- Perform client related documentation in accordance with LMC policies and procedures, component specific guidelines, Medicaid and other third party requirements and contract provisions as applicable.

2. Adapt to changing requirements for service delivery

- Respond quickly to changes in work requirements.

Employee Name:

- Show flexibility in changing of schedule as needed.
- Be willing to take on additional responsibilities as requested.

3. Demonstrate initiative and self-reliance in the performance of job duties

- Use good judgment in bringing issues to the attention of supervisor without depending on continuous input or deferring decisions.
- Work with cost consciousness.
- Participate in opportunities for program and Center development.
- Organize tasks, manage time well, and direct oneself.

4. Exhibit professional accountability

- Refer to and follow Center Policies & Procedures.
- Perform job tasks in a manner that does not result in audit or monitoring problems.
- Provides appropriate notice for absences and late arrivals, and is not chronically absent or late.
- Accurately reports all hours worked on electronic time sheet by appropriate due date.

5. Maintain and enhance job skills

- Respond to opportunities and requirements for skill development.
- Demonstrate openness to input on work issues from coworkers and supervisor.
- Participate/provide peer consultation/training.

6. Maintain productivity set by program/organization

- Meet service delivery requirements for position.
- Maintain a work-focused atmosphere; share techniques for increasing productivity.
- Perform duties in a manner that expedites the work of other staff.
- Manage time, adhere to deadlines, and prioritize tasks.

7. Comply with LMC safety policies and procedures

- Report potential safety hazards on company property or in business execution.
- Obtain and give consultation in matters related to safety/risk management.
- Use good judgment in matters of safety and liability for which there is no prescribed procedure.
- Complete & submit Incident Reports according to written guidelines and procedures.

8. Exhibit professionalism and ethics

- Observe Center standards for ethical conduct.
- Observe professional standards for ethical conduct.
- Use Center resources for intended purposes.
- Respect the property and rights of coworkers.
- Submit accurate documentation for work done and reimbursement requested.

9. Protect client and co-worker confidentiality

- Follow established federal, state, and LMC guidelines on confidentiality.
- Access records only where the “need to know” exists.

Employee Name:

- Shares information only where the “need to know” exists.
- Conversations are conducted with privacy in mind (phone conversations conducted with discretion, information is not discussed in public areas, etc.).

10. Work effectively with Center staff, clients, and business associates

- Communicate effectively with others using the spoken word.
- Appreciate and be sensitive to the feelings of others.
- Demonstrate tact, courtesy, and helpfulness in relating to community agencies, coworkers, clients, and other associates.
- Coordinate & communicate effectively with others.
- Respond to problems and conflict with solution-focused thinking.
- Work effectively with people regardless of race, color, religion, gender, age, citizenship, marital status, disability, or national origin.

11. Demonstrate sensitivity to persons of varying backgrounds and needs

- Attend to client needs in a thorough and timely manner.
- Speak of and to clients with dignity & respect.
- Be attuned to the presence of trauma indicators and project safety and trust in relating.
- Demonstrate client satisfaction (positive responses to client satisfaction surveys, minimal client requests to change counselor, an absence of warranted complaints, etc.)

PHYSICAL REQUIREMENTS (physical demands of job)

UPDATE AS APPLICABLE

- Must be able to hear conversational speech, visually observe client behaviors for safety and communicate effectively with clients and co-workers
- Vision requirements include close and distance vision

Activity	Expectation			
	Minimal	Moderate	Frequent	None
Standing	Minimal	Moderate	Frequent	None
Sitting	Minimal	Moderate	Frequent	None
Driving vehicles	Minimal	Moderate	Frequent	None
Lifting and/or Carrying	Minimal	Moderate	Frequent	None
Bending and/or Stooping	Minimal	Moderate	Frequent	None
Climbing Stairs and/or Ladders	Minimal	Moderate	Frequent	None
Walking or Moving (between offices, other facilities, etc.)	Minimal	Moderate	Frequent	None

Speaking: **Yes** No
Hearing: **Yes** No
Reading Comprehension: **Yes** No
Repetitive motion with hands, wrists, arms: **Yes** No
(e.g keyboard, typing, handwriting, etc.)

Ability to lift and carry up to **15** pounds.

Ability to handle stressful situations: Minimal **Moderate** Frequent

	Infrequent	Occasional	Frequent	N/A*
Travel Same Day				X
Travel Overnight				X
Overtime (Non-Exempt only)				X
Holidays/Weekends	X			
Shift Work (PMs/Midnights)				X

* Not Anticipated

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

POSITION TRAINING REQUIREMENTS

1. Center-wide New Employee Orientation
2. Mandatory annual training
3. Mental Health First Aid
4. Crisis Prevention Intervention
5. CPR and First Aid

EMPLOYEE SIGNED ACKNOWLEDGEMENT OF RECEIPT OF JOB DESCRIPTION

My signature below represents that I have read and understand my responsibilities as an Care Manager and that I am able to perform the essential functions of this position.

Employee Signature	Date
Supervisor Signature	Date