

I. Title: Case Manager

II. Classification: Case Manager II

III. Supervisor: Clinical Director

V. Minimum Qualifications: Bachelors Degree, preferably in a Social Science field, a valid Alabama Drivers License, Maintenance of a good driving record, and completion of Department of Mental Health approved Case Management Training.

VI. Primary job functions and performance expectations:

A. Provides case management services to persons with mental illness or co-occurring mental illness and substance use disorder released from local jail and/or emergency rooms.

1. Collaborates with other agencies (ie., Probate Court, local jail, local hospital, MH Court, County Corrections, DHR, etc.) in identification and coordination of services for persons with mental illness or co-occurring mental illness and substance use disorder released from local jails and/or emergency rooms.
2. Accomplishes initial contact with persons referred to the program within 72 hours of referral.
3. Admit eligible person, with mental illness or co-occurring mental illness and substance use disorders into case management services or refers to appropriate services based on initial needs assessment as established by admission criteria that are responsive to the needs of this populations.
4. Provides direct case management services including linkage, crisis intervention, service arrangement, advocacy, needs assessment, transportation and/or transportation arrangement.
5. Provides timely, seamless transfer from one level of care to another based upon ongoing evaluation of the needs of each eligible person in relation to the program's discharge criteria.
6. Directly provides or ensures access to structured, responsive case management and recovery support services that conform to the assessed needs of each person.

7. Ensures that each eligible individual continues to receive needed services in a supportive, effective, efficient, timely and cost-effective manner after discharge from the Engagement Incentives Case Management Program services.
  8. Assists with community resources including linking and facilitating access to needed services and resources.
  9. Monitor implementation of the person's plan of care and extent to which:
    - a. Progress or lack of progress is occurring;
    - b. The current plan of care and related services remain appropriate; and
    - c. Service plan modifications are needed.
  10. Monitors the status of risk factors and special needs.
  11. Promotes active involvement in continuing care activities.
  12. Develops resources for connection to safe, stable, and affordable.
  13. Accomplishes on-going assessment, service evaluation, and service panning in accordance with ADMH and Medicaid requirements.
  14. Completes all statistical, administrative and clinical documentation within one working day of all pertinent clinical activities.
  15. Submits documentation which is concise, accurate, and in accordance with DMH and Center requirements.
  16. Exercises proper judgement as to when and where individuals are referred.
  17. Maintains and provide accurate consultation to community agencies.
- B. Serves on the Shelby County Stepping Up Initiative Collaboration:
1. Integrates the national Stepping Up Initiative, collaborating with the required local partners (jails, emergency rooms, Probate Court, Community Corrections, elected official, County Commission, Sheriff and Mayors) to deliver a certified case management approach to reduce the number of people with mental illness or co-occurring mental illness and substance use disorders in local jails and emergency rooms.
  2. Organizes and administers an "Initial Needs Assessment" to identify data

surrounding the number of people booked into jails, their average length of stay, the percentage of people with mental illness and co-occurring mental illness and substance use disorders connected to treatment and their recidivism rate. The assessment will also include similar data on emergency room admission and readmissions.

3. Establishes Memoranda of Agreements (MOAs) with key agencies and organizations such as elected officials, Mayors, County Commission, Sheriff, Probate Judge, Community Corrections, Department of Human Resources, local public housing authorities (for permanent housing for families), community based mental health, substance abuse treatment facilities, primary health, child and family services, family court, criminal justice, volunteer lawyer programs, law enforcement entities, mental health courts, employment and education programs to facilitate referrals and enhance access to needed services by the program's participants.

C. Provides crisis intervention as needed and when needed including working a variable work schedule, after normal business hours, and on weekends if necessary.

1. Responds to emergencies as needed. Assure consumers' safety and welfare through adherence to Emergency and Safety Policies and Procedures.

2. Ensures the safety and well-being of consumers while transporting to Center and other appointments.

D. Maintains and provides liaison and education for the Center, other community agencies, and the general public.

1. Presentations are presented in an effective and professional manner.

2. Presentations are accurately targeted toward audience.

3. Effectively serves as a positive advocate for Mental Health Services in the area.

E. Maintains and improves professional skills.

1. Attends and actively participates in professional workshops, in-service training, and Quality Assurance review.

2. Reads current professional periodicals.

3. Effectively utilizes people on staff for consultation.

F. Works effectively with support personnel.

1. Provides accurate, timely, and precise information to support personnel.

2. Maintains effective working relationships with support personnel.

G. Completes other related duties as assigned by immediate supervisor.

1. Will execute these duties and responsibilities in a timely and accurate manner.

2. These duties will be treated with the same importance in relation to confidentiality and priority as other duties and responsibilities.

3. Involvement in Consultation and Education activities (at least two per year).