**Job Description:** Case Manager

**Reports To:** Clinical Director

**Positions Supervised:** None

**Summary:**

The Case Manager works with clients to help them create and attain specific goals related to their mental health recovery. Case Managers aim to assist clients with learning ways to cope with symptoms, foster independence and develop skills and resources necessary to live their most optimum life.

**Qualifications:**

Must possess one of the following:

* A bachelor's degree in counseling and guidance, rehabilitation counseling, social work, education, vocational counseling, psychology, pastoral counseling, family therapy, or a related human service field
* A bachelor's degree in any other field with two years of supervised clinical experience in a mental health setting
* A practical nurse license under the Illinois Nurse Practice Act [225 ILCS 65]
* A certificate of psychiatric rehabilitation from a DHS-approved program, plus a high school diploma or GED, plus 2 years of experience in providing mental health services
* A recovery support specialist certified by, and in good standing with, the Illinois Alcohol and Other Drug Abuse Professional Certification Association, Inc.
* A family partnership professional certificate from and in good standing with the Illinois Alcohol and Other Drug Abuse Professional Certification Association, Inc.
* An occupational therapy assistant licensed under the Illinois Occupational Therapy Practice Act [225 ILCS 75] with at least one year of experience in a mental health setting
* A minimum of a high school diploma or GED and 5 years supervised clinical experience in mental health or human services

Additional qualifications:

* Training, as prescribed by DMH/DHS, to be completed prior to assuming the duties of this position (or within the last 5 years)
* Free of a criminal background that is a Disqualifying Offense as defined by the Illinois Department of Public Health.

**Skills Required:**

* Excellent written and verbal communication skills
* 1 yr. Experience working with chronically mentally ill clients
* Demonstrated interpersonal skills necessary to exchange information and maintain courteous relationships with clients, families, coworkers, supervisors and visitors of the facility
* Ability to model calm and therapeutic responses in times of high stress
* Ability to work independently and in a group setting

**Essential Duties:**

* Case management for up to 32 clients
* Complete client assessments upon admission and quarterly thereafter in terms of orientation, risk, anger, substance use/abuse, physical aggression, symptomatology, smoking risk, community readiness, etc
* Help clients create and attain specific goals (Recovery Plan) and document progress made toward those goals at least quarterly
* Attend meeting for Recovery Plan Meetings in conjunction with the interdisciplinary team (IDT)
* Counsel clients (including crisis counseling/intervention)
* Ability to facilitate therapeutic skills groups
* Facilitate effective communication with client’s families, guardians, Power of attorneys (POA), parole/probation officers, etc.
* Facilitate and encourage linkage between client and community agencies
* Communicating information about the client’s progress to the appropriate individuals including but not limited to client behavior, mood state and overall well being
* Advocate for client rights and well-being
* Develop and maintaining incentive programs
* Develop and implement safety plans and behavior contracts for clients with high-risk behaviors such as substance use, criminal behavior, panhandling, etc in an effort to encourage positive change toward treatment plan goals
* Implement transition planning, including arrangements for follow-up services, where appropriate
* Identifying and addressing gaps in service provision
* Accompany clients on appointments, as instructed by QMHP
* Follow and implement Illinois Department of Public Health (IDPH) regulations
* Clinically document and address client behavior problems
* Support health services staff as needed when clients are non-adherent to the care being provided
* Ensure continuity of care by visiting hospitalized clients, as instructed by QMHP
* Visit potential admissions at the hospital and provide feedback to management regarding the visit and the client’s appropriateness for services
* Attend client Care Conference Meetings in conjunction with the IDT
* Assist in mitigating client crises in the facility in an attempt to prevent hospitalization, trauma or any negative outcome, whenever possible
* Work in tandem with care advocates to promote client group attendance, Activities of Daily Living (ADLs), medication adherence, appropriate behavior, and progress toward treatment plan goals, etc.
* Must attend scheduled clinical supervision
* Other duties as assigned

**Work Environment**

**Lifting Requirements:** Light work - Exerting up to 20 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg control requires exertion of forces greater than that of sedentary work and if the worker sits most of the time, the job is considered light work.

**Physical Requirements Essential To Perform The Job:** stand; sit; walk; use hands/fingers to handle or feel; climb (stairs/ladders); balance; stoop, kneel, crouch, or crawl; talk/hear; see; taste/smell; pushing or pulling; reaching; repetitive motion

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Signature Date

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Supervisor’s Signature Date