

**JOB TITLE:** Case Manager

**TEAM:** MIA

**LOCATION:** Traverse City

**GENERAL SUMMARY OF POSITION:**

Northern Lakes Community Mental Health Authority (NLCMHA) recognizes the value of and employs people with lived experience and believes strongly in Recovery and a Culture of Gentleness. To this end, this position requires a commitment to creating and maintaining a culture that “Expects Recovery” and “Encourages Gentleness.”

Employees in this clinical position are responsible for ensuring continuity of services, with a primary responsibility for assuring that the five case management functions are carried out: assessment, planning, linking, monitoring, and advocacy. The Case Manager (Care Coordinator) is an advocate and service broker for the consumer and is a resource to the treatment staff. The Case Manager reports to the Operations Manager as assigned. This position has no direct supervisory responsibilities.

**ESSENTIAL POSITION FUNCTIONS (listing Position Specific functions first):**

* Coordinate Person-Centered Planning, including integrated care planning, with an emphasis on whole health and wellness recovery plans for those with chronic health and/or substance abuse issues. In doing so, attends to the total spectrum of the individual's needs, including but not limited to: housing, family relationships, social activities, education, finance, employment, health, recreation, mobility, protective services and records.
* Collaborate with consumers and other providers: continually assessing the consumer’s needs and developing treatment goals, objectives, methodologies, and timelines; and evaluating progress toward those goals.
* Locate, obtain, and coordinate services outside and inside the CMH system as indicated by the individual plan of service (IPOS).
* Provide supportive services (including health education specific to his/her illness or needs) to the consumer and his/her family or other natural supports as part of the health and wellness recovery team.
* Intervenes when necessary to assure implementation of the plan (IPOS).
* Request and facilitate, when necessary, review of the IPOS by the individual's interdisciplinary team.
* Ensure the flow and exchange of information (within HIPAA law) among the consumer, family members or other natural supports, and linked providers.
* Conduct orientation and annual integrated psychosocial assessment of individual consumer needs.
* Documents activity in accordance with state and agency guidelines in an electronic medical record.
* Establish and maintain an effective liaison between NLCMHA and outside providers.
* Participates in Quality Assurance case review procedures, including consumer satisfaction.
* Maintain current knowledge of mental health, chronic disease, and substance abuse symptomatology, including intervention and treatment strategies for selected health conditions.
* Monitor treatment plan follow-up, services to consumer and over-all conditions. Works with the providers to make necessary improvements. Follow-up problem areas as appropriate.
* Facilitate consumer’s benefits (e.g. SSI, Medicaid, SSB, Medicare).
* Review and coordinate with team and provider on decision involving hospitalization, respite and/or transfers/level of care changes. Implements plan of action on transitional care across settings.
* May participate in interventions, assessments, and other aspects of crisis services during and after hours, as necessary.
* May provide telephonic reminders of appointments and/or assistance with making appointments.
* May deliver medications to consumers as requested and observe setup of consumer's medications.

**SUPPLEMENTARY FUNCTIONS**:

* May represent NLCMHA on internal/external committees or work groups to enhance organizational performance and development and quality of care, including Quality Improvement activities.
* May participate in community education/community caregiver activities.
* May receive and assist in resolving complaints or inquiries related to services provided by NLCMHA.

**GENERAL PERFORMANCE RESPONSIBILITIES:**

* Set priorities and make decisions, which reflect consistency with NLCMHA’s vision and mission statements, goals, values, policies, and procedures.
* Provide services and conduct tasks in accordance with terms/conditions required by the funding source, i.e., Northern Michigan Regional Entity (NMRE Contract), Michigan Department of Health and Human Services (MDHHS) CMHSP Master Contract and with applicable laws and regulations.
* Participate in approved staff development activities, in-services, and supervisory sessions.
* Maintain confidentiality and develop a trusting rapport with consumers, families/guardians, staff, and the public.
* Behave and communicate in a manner that promotes a positive work atmosphere.
* Perform duties in an accurate and timely manner.
* Maintain up-to-date documentation/records/reports as applicable for position performance accountability.
* Adjust work schedule, with supervisory approval, to meet consumer and/or NLCMHA’s needs.
* Maintain an awareness to provide a safe and healthy environment and will report all hazards and/or concerns.
* Accept other responsibilities and duties required by the supervisor, consistent with the accomplishment of NLCMHA’s goals and objectives and the functions of this position. Such responsibilities shall be incorporated into the job description if they involve a lengthy commitment of time or are ongoing.
* Advise supervisor if actual practice (activity) begins to deviate significantly from specified essential functions.

**QUALIFICATIONS & COMPETENCIES:**

Credentialed by NLCMHA to provide services in this professional discipline.

**MINIMUM EDUCATION & EXPERIENCE:**

Bachelor’s Degree in Social Work from an accredited university, or a Degree in Nursing.

One (1) year of experience in developmental disabilities or mental illness areas is preferred.

**LICENSING or CERTIFICATIONS:**

Must have licensure with the State of Michigan as a Licensed Bachelor’s Social Worker, Limited Licensed Bachelor’s Social Worker or licensed RN considered. Must maintain licensure.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

* Basic knowledge of the Mental Health Code, and the structure, guidelines, and services of NLCMHA.
* Uphold NLCMHA’s Code of Conduct and professional Code of Ethics, in addition to maintaining current appropriate State licensure/registration and standards where applicable.
* Must possess professional knowledge, consistent with license or registration and demonstrate throughout employment practice equal to acceptable professional standards.
* Knowledge of and ability to use screening tools for chronic illness, substance use disorder, mental illness, and prevalent risk factors.
* Ability to communicate, understand and carry out oral and written directions effectively in English and clearly present information both orally and in writing on a level suitable for public groups.
* Demonstrate a capacity to use health information technology to link services and facilitate communication and data collection in an electronic system.
* Learn community resources and identify procedures required to use a wide range of services.
* Ability to maintain effective working relationships and productively serve as a member of a team with employees and the public and be able to handle problems courteously and tactfully.
* Ability to work effectively with employees of other agencies, Board members, advisory groups, committees, professional organizations, and the public.
* Skill in advocating on behalf of consumers, families/guardians and NLCMHA with the community at large.
* Must have a working telephone, possess and maintain a valid Michigan Driver’s License, have a good driving record, automobile insurance coverage and have access to an automobile.
* Must be willing to transport agency consumers, including in own personal vehicle when necessary.

# WORKING CONDITIONS/PHYSICAL REQUIREMENTS:

# This position may require irregular hours.

# This position may require travel by personal vehicle if an agency vehicle is not available.

# 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.

NLCMHA complies with the CMS Omnibus Staff Vaccination Requirements relating to COVID-19 vaccination, which can include medical/religious exemptions.

**NEW HIRE SIGN ON INCENTIVE:**

* $1,000 will be given to employees in two payments: $500 after six months, $500 after one year.
* Employee must remain in the original position they were hired in for the duration and be in good standing to be eligible.