

**Crusader Community Health
JOB DESCRIPTION**

Job Title: Behavioral Health Case Manager

Job Status: Exempt

Job Grade: 22E

Manager Title: Chair of Behavioral Health

POSITION SUMMARY:

This is a direct service position with Crusader Community Health (CCH) that provides services in the clinic and in the community and within the context of the Integrated Primary Care model. The Behavioral Health Case Manager works with patients (child, adolescent, adult) with behavioral health needs, including mental health, substance use, and psychosocial issues. The Behavioral Health Case Manager works in conjunction with the provider(s), patient, family, specialty services, community entities and managed care organizations. The Case Manager will be responsible for the provision of services including comprehensive case management, behavioral health counseling and education, patient and family skills training and support, health promotion, transitional care, as well as advocacy, linkage, coordination, collaboration and referral to/with community services and agencies. This position reports to the Chair of Behavioral Health.

ESSENTIAL FUNCTIONS:

1. Accountable for demonstrating the qualities outlined in the "Customer Service Standards of Excellence" program when interacting with patients, their families and friends, and fellow employees.
2. Establishes, maintains, and promotes positive working relationships with internal and external customers in support of clinical goals and objectives.
3. Ability to motivate and problem solve with staff regarding effective clinical practices.
4. Provide behavioral health counseling on an individual and/or group basis.
5. Conduct individual, group, and family support and /or educational sessions as appropriate.
6. Utilize a variety of treatment concepts, evidenced based practices and service modalities when providing services.
7. Provide crisis intervention and emotional support to patients when appropriate.
8. Demonstrates and applies the knowledge of the principles of comprehensive community based, family-centered, developmentally appropriate, culturally sensitive case management services.
9. Completes a comprehensive assessment of the patient's behavioral, social, physical health and other needs and utilizes clinical decision making in formulating a summary and recommendations.
10. Utilize clinical decision-making skills to understand patients' strengths and levels of functional need.
11. Initiate, complete, update, and monitor the progress of a comprehensive, culturally sensitive, person-centered, goal-oriented Treatment/Care Plan.

12. Utilize clinical decision making to continuously evaluate patient responses in relation to the established goals and appropriately revises the Treatment/Care Plan with the patient, family/natural supports, relevant providers.
13. Meet with each patient on their caseload to check progress in as required by program guidelines.
14. Assists and promotes the identification of patients with behavioral health needs who may benefit from case management.
15. Explains and describes the Behavioral Health Case Manager role and its benefits to patients and their family and support system.
16. Develop supportive professional relationships with patients, families & support systems.
17. Builds professional relationships among community resources to promote patient recovery and health.
18. Coordinates appropriate resources to facilitate and ensure the patient's progress through the continuum of care.
19. Works closely with the patient care team, collaborating across several locations including Crusader internal resources and community-based resources.
20. Facilitates routine care conferences as appropriate.
21. Participates in quality review processes to assure continual improvement of patient safety, clinical practice, and quality patient care.
22. Maintain accurate & updated information in each patient's chart and EHR system, in accordance with substance use specific requirements and standards.
23. Performs other duties specified by the Manager or designee.

QUALIFICATIONS:

Knowledge of:

1. Substance use disorders
2. Mental health disorders
3. Medication Assisted Treatment
4. Locating, coordinating, and accessing appropriate services and entitlements for patients.
5. Case Management principles of practice including the formulation of treatment plans, ability to monitor progress, and ability to modify plans to meet patient needs

Required:

1. Valid driver's license and insurance

EDUCATION/EXPERIENCE/TRAINING:

Education:

1. Bachelor's degree from an accredited college/university in the human services field (i.e. psychology, social work, sociology, nursing, human development and family services).
Masters degree preferred
2. Current or ability to obtain CPR certification
3. Current with any required Continuing Education requirements

Certification/License:

1. Certified Alcohol and Other Drug Counselor (CADC) certification or successful completion of CADC certification preferred.

Experience:

1. Previous experience working with populations with substance use disorders required
2. Previous experience working with populations with mental health issues required
3. Case management/care management experience preferred
4. Previous experience in ambulatory care preferred
5. Electronic Health Record experience preferred

Technical Knowledge:

Software: Previous Electronic Medical Record experience, MS Office (Word, Excel, Outlook, PowerPoint)

ABILITY TO:

- Exudes strong customer service skills
- Document appropriately in the medical record
- Accepts direction and assistance appropriately in completing assignments.
- Provides an atmosphere of professionalism, privacy, and confidentiality with all levels of staff, patients, and the public
- Possess the ability to establish and maintain professional working relationships with all levels of staff, patients, and the public
- Detail oriented with strong organizational skills
- Willingness to be part of a team-unit and cooperate in the accomplishment of departmental goals and organizational objectives
- Demonstrates excellent interpersonal communication skills
- Use independent professional judgment
- Follow Crusader Community Health policies and guidelines
- Supports the mission, goals, and values of Crusader Community Health
- Travel to other Crusader locations with minimal notice and/or travel to seminars or trainings as identified by manager
- Adapt to changes in the work environment; manage competing demands; deal with frequent change, delays, or unexpected events
- Work independently with minimum supervision to ensure all job responsibilities are met
- Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports
- Maintain professionalism in stressful situations
- Manage time effectively, follow-through, and priority-setting
- Contact and consult with manager if there are questions, concerns, or issues

Physical Requirement Form

Job Title: Behavioral Health Case Manager

Physical Demands	Continuous over 70%	Frequent 40-60%	Occasional 15-39%	Rarely Up to 15%
Sitting		X		
Standing		X		
Walking		X		
Climbing			X	
Bending		X		
Pushing / Pulling			X	
Carry / Lift			X	
1-15lbs				
15-30lbs			X	
30-50lbs				X
Fine hand / Eye Coordination	X			
Exposure to Blood and Body Fluids	X			
Exposure to Extreme Heat, Cold, Temp Fluctuations				X
Exposure to Hazardous Chemicals	X			
Concentration on Detail	X			
Oral Communication	X			
Written Communication	X			
Ability to distinguish colors		X		

Crusader Community Health does not require nor does it expect that an employee lift over 50lbs unassisted. Objects in excess of 50lbs should be lifted or moved with mechanical means or a team lift.

Employee Signature: _____ Date: _____

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. They are representative to the knowledge, skills, and abilities 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.