

MENTAL HEALTH CASE MANAGER - REDMOND, OREGON

Brooks Respite and Recovery Center in Redmond, Oregon is recruiting for a Mental Health Case Manager! This is a Full-Time Regular position that includes a competitive benefits package, FOUR WEEKS of paid time off, NINE recognized holidays, and a retirement account option. Starting pay for this position is between \$22.06 - \$28.94/hour DOE.

BestCare Treatment Services is proud to be one of the longest-term providers of alcohol & drug rehabilitation and mental health services in the Central Oregon region. We got our start in November of 1997, thanks to a partnership between Deschutes County, State of Oregon, St. Charles Medical Center and the Central Oregon District Hospital. From a modest, singular drug rehab center, we have grown to offering residential and outpatient services in four cities in addition to the only Spanish-speaking alcohol and drug rehab facility in the state. We have helped thousands of people find the help they need in a caring and collaborative environment and we remain true to our founding mission:

To advocate and provide compassionate care in the treatment and prevention of addiction and mental illness.

As an agency, BestCare has a family feel with a supportive staff of hard-working professionals whose compassion and dedication is unmatched in our industry. They are smart, kind, innovative and strive to offer the best services available under all circumstances. Does this sound like you? If so, we invite you to join our team by applying for our open position for this exciting position!

Located in beautiful Central Oregon, Redmond, Oregon, is home to scenic river gorges, deep desert canyons, and other delightful treasures. The community is tight-knit and is known for its livability, affordability, community spirit as it's easy access to many outdoor activities. The surrounding landscape offers gorgeous snow-capped mountain views, fresh, clean rivers and lakes and breezy high desert plains. Redmond is in close proximity to a myriad of destination locations for fun and relaxation including the breath-taking Cascade Mounts, World Famous Smith Rocks State Park, and Cove Palisades State Park on Lake Billy Chinook just to name a few.

For a video tour of Redmond and Bend, take a look at these videos:

[Visit Redmond Oregon - YouTube](#)

[The Official Bend Oregon Video by VisitBend.com - YouTube](#)

Title:	Case Manager
Program:	Brooks Crisis-Respite & Recovery Center
Location:	Redmond, Oregon
Employment Status:	Full-Time
FLSA Classification:	Non-Exempt

Position Summary:

This position includes a combination of care coordination, data management, and direct clinical duties. Case Manager is responsible for coordinating services and benefits for all individuals admitted to the crisis stabilization program. Case Manager must develop strong relationships with clients and community providers. The Case Manager is responsible for data management, including tracking compliance with contract metrics and program outcomes. The Case Manager will provide direct clinical services, including periodic substance use assessments, to promote crisis stabilization.

Position Duties:**1. Care Coordination and Data Management**

- Identify individual needs and triage immanency of services provided while individual resides within crisis stabilization services. Evaluate treatment, resource, and other service needs of clients in crisis.
- Coordination and referral to services and resources for clients, including establishing healthcare providers, transportation services, benefits, and other related entitlements.
- Develop, coordinate, and maintain professional relationships with program staff, community partners, and clients.
- Provide education and assist clients to obtain and maintain services, benefits, and entitlements through individual and group treatment sessions.
- Ensure clients discharge with well-established and robust aftercare plans, including involvement of outpatient treatment providers.
- Coordinate and host treatment team and care coordination meetings.
- Actively supervise and interact with clients both in the within the program, including ongoing monitoring of individuals post-discharge.
- Maintain knowledge and confidentiality per HIPAA, 42 CFR, Oregon Statutes, and BCTS Policies.
- Actively monitor, track, and manage data related to program metrics and outcomes.
- Develop spreadsheets and reports that reflect data accurately.
- Actively monitor post-discharge treatment compliance and hospital utilization for individuals who have completed treatment at Brooks Respite.
- Organizes and documents findings, preparing comprehensive reports. Identifies problem areas, possible solutions and impacts, and recommends appropriate corrective actions.

2. Clinical Duties

- Perform substance use disorder assessments (ASAM), as directed by Program Administrator
- Provide individual and group sessions to effectively resolve crisis situations, including interventions to de-escalate dysregulated clients.
- Leadership in identifying high risk situations, manage aggressive behaviors, and providing recovery-based interventions.
- Provide leadership to clinical staff to assist in promoting recovery-based independence, stabilization, and rehabilitation.

- Provide initial and ongoing training to facility staff, as directed by Program Supervisor or Director.
- Assist in covering shifts as needed for emergencies, coverage, and scheduled shifts.

3. Administrative Duties

- Assist and manage insurances, authorizations, and other billing information
- Assist in filing and organization of individual reviews, complaints, grievances, and incident reports.
- Participate in the inventory, ordering and/or purchasing of client or program supplies, including food or medications, as assigned.
- Complete tasks and oversight of program compliance, as assigned by Program Administrator
- Assist in managing program referrals, including on-call rotation as directed by Program Administrator

4. Other duties as assigned by Program Supervisor or Director

Qualifications:

- Bachelor's degree in behavioral science (psychology, social work or related field), **required**
- Certified Alcohol and Drug Counselor or ability to become certified, *preferred*
- Experience working with individuals with severe and persistent mental illness (SPMI)
- Strong interest and understanding of data management and case management
- Advanced ability to develop strong collaborative relationships, demonstrate good communication, and customer services skills.

Supervisor:

Program Administrator

Tools and Equipment Used:

Must have competency using computer for word processing, databases, internet, and electronic medical record usage. Experience with Microsoft Office programs. Must be able to use basic office equipment including fax machine and telephone. Must have a valid driver's license.

Physical Demands:

This position requires an individual to be regularly available for work as scheduled. Position requires professional and personal skills to cope with stress associated with work involving a high degree of mental, emotional and physical demands. This position also requires the ability to sit, stand, walk, bend, stoop, lift, push and pull on an ongoing basis. This position may occasionally require an individual to lift and transfer clients using a two-person lifting technique. Must be willing to work a flexible work schedule depending on program needs.

Work Environment:

The work environment will primarily be a residential setting and also require travel to other organizations, hospitals, and community locations within and outside of Central Oregon. Must have reliable transportation.

The position requires the employee to dress in a professional manner that meets the standards for professional employees in Central Oregon and Brooks Respite and Recovery Center.

To Apply:

Please complete the application using the link below, and submit along with a cover letter, resume with personal email address for correspondence, any applicable licenses, certifications or degrees with transcripts, and contact information for three supervisory/professional references.

[Application for Employment – BestCare \(bestcaretreatment.org\)](http://bestcaretreatment.org)