**BestCare Treatment Services**

**Position Description**

**Title:** Case Manager

**Program:** Brooks Crisis - Respite

**Program Location:** Redmond, Oregon

**Supervisor:** Program Supervisor or Director

**Employment Status:** Full Time Regular (1.0 FTE)

**Employees Supervised:** None

**FLSA Classification:** Non-Exempt (Hourly)

**Effective Date:** August 2022

**Position Summary:** This position includes a combination of care coordination, data management, and direct clinical duties. The Case Manager must develop strong relationships with clients and community providers; is responsible for coordinating services and benefits for all individuals admitted to the crisis stabilization program. Responsibilities also include data management, compliance with contract metrics, and tracking program outcomes. The Case Manager will provide direct clinical services and other services that promote crisis stabilization.

**Essential Functions:**

1. Care Coordination and Data Management
2. Identifies 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.
3. Coordinates and refers to services and resources for clients, including establishing healthcare providers, transportation services, benefits, and other related entitlements.
4. Ensures clients discharge with well-established and robust aftercare plans, including involvement of outpatient treatment providers.
5. Develops, coordinates, and maintains professional relationships with program staff, community partners, and clients.
6. Provides education and assists clients to obtain and maintain services, benefits, and entitlements through individual and/or group treatment sessions.
7. Coordinates and hosts treatment team and care coordination meetings.
8. Actively supervises and interacts with clients within the program.
9. Actively monitors, tracks, and manages data related to program metrics and outcomes.
10. Actively monitors post-discharge treatment compliance and hospital utilization for individuals who have completed treatment at Brooks Respite.
11. Organizes and documents findings, preparing comprehensive reports. Identifies problem areas, possible solutions and impacts, and recommends appropriate corrective actions.
12. Clinical Duties
13. Provides individual and group sessions to effectively resolve crisis situations, including interventions to de-escalate dysregulated clients.
14. Provides leadership in identifying high risk situations, manage aggressive behaviors, and providing recovery-based interventions.
15. Works closely with clinical staff to assist in promoting recovery-based independence, stabilization, and rehabilitation.
16. Transports clients to appointments as needed.
17. Administrative Duties
18. Assists in managing program referrals, including on-call rotation as directed by Program Administrator
19. Assists in covering shifts as needed for emergencies, coverage, and scheduled shifts.
20. Assists and manage insurances, authorizations, and other billing information
21. Assists in filing and organization of individual reviews, complaints, grievances, and incident reports.
22. Maintains reliable and consistent attendance for scheduled working hours, meetings, and other activities.
23. Attends required program meetings, trainings, and supervision designated by Administrator
24. Completes tasks and oversight of program compliance, as assigned by Program Administrator
25. Other duties as assigned by Program Director

**Minimum Qualifications:**

**Education, Licensure and Certifications**

* Bachelor’s degree in behavioral science (psychology, social work, or related field) preferred
* Certified Quality Mental Health Associate (QMHA) or ability to become certified within 2 years of hire required
* Certified Alcohol and Drug Counselor (CADC) or ability to become certified preferred

**Experience:**

* Experience working with individuals with severe and persistent mental illness (SPMI)
* Experience working in behavioral health field and experience with substance use disorder (SUD) preferred

**Knowledge, Skills and Abilities**

* Strong interest and understanding of data management and case management
* Advanced ability to develop strong collaborative relationships, demonstrate good communication, and customer services skills.
* Maintains knowledge and confidentiality per HIPAA, 42 CFR, Oregon Statutes, and BCTS Policies.
* Proficiency in use of Microsoft applications (e.g. Office 365, Excel, Word, One-Note, Teams, PowerPoint), and virtual meeting and training facilitation
* Proficiency with electronic medical record systems (EMR)
* Must have valid Oregon State driver’s license and reliable

For individuals self-identified as in recovery from SUDs, must have maintained continuous abstinence/sobriety for the two years immediately preceding the date of hire.

**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.

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*Employee Signature Date*

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*Supervisor Signature Date*