

**CALAVERAS COUNTY
CASE MANAGER I/II**

DEFINITION:

Under general direction and supervision, provides case management services, crisis intervention, individual and group rehabilitation services and psycho education to adults with severe mental illnesses and/or children and youth with serious behavioral and emotional disorders and/or substance abuse disorders, and/or conservantees.

DISTINGUISHING CHARACTERISTICS:

Case Manager I

This is the entry-level position in the Case Manager series. Applicants are expected to possess knowledge regarding the provision of case management services and community resources related to mental health and/or substance abuse and related issues. Applicants are expected to acquire additional knowledge of case management services, rehabilitation methodologies and community resources, and the management of emotional and behavioral disorders as additional experience is gained. Incumbents may become eligible for promotion to the Case Manager II level upon demonstration of progressively responsible job assignments and performance, independence of action, decision making and attainment of required experience.

Case Manager II

This is the journey-level position in the Case Manager classification series. Applicants are expected to possess considerable knowledge regarding the provision of case management services and community resources related to mental health and/or substance abuse and related issues. Applicants are also expected to understand the principles of behavioral health and/or substance abuse services, principles and practices of case management, rehabilitation methodologies, social aspects of mental illness, addiction and substance abuse and the scope of activities of public and private health and social services agencies.

EXAMPLES OF DUTIES: (Duties vary depending on assignment)

- With direction and supervision, conducts reviews of consumer functioning.
- Assists with daily living needs.
- Provides recommendations to staff and/or family members involved with consumer.
- Meets with consumers to monitor their status and to assist with recovery from mental illnesses and disorders.
- Maintains accurate and timely documentation of interventions and activities.
- Provides necessary reports to agencies; develops resource listings for professional assistance.
- Collaborates with co-staff and external agencies or providers.
- May transport consumers to and from facilities.
- Participates in treatment planning activities under direct supervision.

- Support efforts and programs specific to Health and Human Services Agency programs as determined by program assignment.
- Attends staff meetings, treatment planning and monitoring through utilization management and review.
- Works to support medical, clinical staff, administrative staff, consumer employees and volunteers in accomplishing overall consumer and agency goals.

Case Manager II

- In addition to the above: The Case Manager II is assigned more complex, difficult cases with less supervision and direction.
- May serve as departmental contact with County Counsel regarding requests for and implementation of conservatorship(s) as required.
- Assists support functions including arranging required psychiatric hospitalizations, emergency/crisis assistance, follow-up, discharge planning and related functions. Participates in both Medi-Cal and Peer Review Committee activities.

SPECIAL REQUIREMENTS:

Possession of an appropriate California driver's license issued by the State Department of Motor Vehicles.

MINIMUM QUALIFICATIONS:

Knowledge of:

Community resources related to mental health and/or addiction or substance abuse and related issues, and a general understanding of principles and practices of case management, social aspects of mental illness, emotional and behavioral disorders, addiction and substance abuse; scope and activities of public and private health and welfare agencies.

Ability to:

Apply the principles of current mental health and/or addiction or substance abuse treatment practices, agency policies and procedures; establish and maintain the confidence and cooperation of persons contacted in the course of the work; write clear, accurate and concise notes and reports; maintain an objective and empathetic understanding of mental illness, emotional and behavioral disorders, addiction, substance abuse, and related problems.

TRAINING AND EXPERIENCE:

Case Manager I

- Equivalent to graduation from high school and one year of full time experience working directly with consumers in a public behavioral health or similar setting. An Associate Degree in Human Services or a related field may be substituted for six months full time experience; or

- Completion of Bachelor's degree in psychology, social work, chemical dependency, or a related field.

Case Manager II

In addition to the above,

- Graduation from high school and six years of experience performing duties equivalent to those of a Case Manager I; or
- An Associate's Degree in Human Services, or a related field, and three years of experience performing duties equivalent to those of a Case Manager I; or
- Completion of a Bachelor's Degree in psychology, social work, chemical dependency, or a related field and one year of experience performing duties equivalent to those of a Case Manager I.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

Mobility to work in a standard office environment; use standard office equipment and attend off-site meetings; physical ability to sit or otherwise remain stationary at work post for long periods of time; manual dexterity to use standard office equipment and supplies and to manipulate both single sheets of paper and large document holders (binders, manuals, etc.); vision to read handwritten and printed materials and a computer screen; hearing and speech to communicate in person and by telephone.

OTHER REQUIREMENTS:

This class description lists the major duties and requirements of the job and is not all-inclusive. Not all duties are necessarily performed by each incumbent. Incumbents may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.

Established: June, 2006
Revised: July 5, 2011
Revised: Oct. 2017