

CALAVERAS COUNTY CASE MANAGER III

DEFINITION:

Under limited supervision provides journey level case management services, crisis intervention, individual and group rehabilitation services and psycho education for conservatees or consumers including adults with severe mental illnesses and children/youth with serious behavioral and emotional disorders and/or substance abuse disorders.

DISTINGUISHING CHARACTERISTICS:

This is the advanced level position in the Case Manager Classification series. Applicants are expected to provide case management and related services and possess considerable knowledge regarding the provision of case management services and community resources related to mental health and/or substance abuse related issues. Applicants are also expected to understand the principles of supervision, of behavioral health and/or substance abuse services, principles and practices of case management, pertinent laws surrounding conservatorship, social aspects of mental illness, emotional and behavioral disorders, addiction and substance abuse; scope and activities of public and private health and social services agencies.

EXAMPLES OF DUTIES:

- Provides journey level case management and related services.
- Monitors quality assurance activities.
- Meets with consumers to monitor status.
- Conducts orientation, educational and rehabilitation groups.
- Participates in treatment planning activities.
- Evaluates and provides intervention for crisis.
- Develops resource listings for professional assistance.
- Collaborates with co-staff and external agency personnel or providers such as group homes and residential facilities according to state, federal and department guidelines in a system of care model to develop relationships and integrated treatment plans.
- Provides individual rehabilitation counseling.
- Attends court hearings as program appropriate.
- Manages or supports efforts and programs specific to either the Mental Health, Public Guardian or Substance Abuse Programs.
- Participates in community activities dealing with issues related to the impact of mental illnesses, addiction or substance abuse on the community and on consumers of behavioral health services.
- 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.

- Works with legal counsel as it pertains to guardianship cases.
- Provides on-call coverage.
- Ensures client notes meet standards of documentation.
- Provides supervision for interns.

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, guardianship 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, addition 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 addition 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, utilize technology for case management services, accurate and concise notes and reports; maintain an objective and empathetic understanding of mental illness, emotional and behavioral disorders, addition, substance abuse, and related problems.

TRAINING AND EXPERIENCE:

Bachelor's degree in psychology, social work, chemical dependency, or a related field and five years of full-time experience providing case management services in a supervised behavioral health setting. Master's or Doctoral degree in psychology, counseling, social work, chemical dependency, or a related field may be substituted for two years of experience.

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: Oct. 2017