

POSITION DESCRIPTION

Position Title: Case Manager
Program: ReStart
Reports to: Program Director
Status: Non-exempt
Date Revised: 4/2016

General Statement of Responsibilities

Coordinate and monitor services for clients with mental illness who may be homeless or at risk for homelessness through assessment of client needs, treatment planning, linking clients to agency and mainstream resources, and advocacy with the goal of maximizing client's access to mental health treatment, housing, and financial benefits in an effort to stabilize and increase client's self-sufficiency.

Essential Job Functions (The following is used as a partial description and is not restricted as to duties required).

Case Management

- Complete screening with clients
- Determine client eligibility for services
- When appropriate, schedule follow-up appointment for client or link client to appropriate Restart personnel
- Explain and link clients to agency and community services
- Assist clients in accessing community services when appropriate
- Assist clients with money management when appropriate
- Provide crisis intervention
- Inform clients of housing options
- Maintain a case load of clients
- Complete mental health support center index card when appropriate
- Complete client rights, consent to treatment, confidentiality, appropriate releases of information, Comprehensive Service Plan with the client by their second appointment
- Enter HMIS client data into METSYS data base
- Make sure client chart is opened by 3rd appointment and all required documents are accurately filled out and completed
- Complete client social history by 3rd appointment
- Maintain adequate case notes in DAP format
- Review Comprehensive Service Plan with client within 90 days
- Close file after 90 days of no contact with client
- Advocate on behalf of the client
- Make CPS and APS reports when appropriate
- Discuss difficult clients with Program Director
- Serve as a community liaison between Restart and other agencies to disseminate information to other agencies and to provide other agency clients with appropriate referrals
- Complete PATH, NNAMHS, and other reports and submit them to the appropriate personnel no later than the 4th day of the new months
- Respond to agency inquiries and return calls to other organization within one working day
- Maintain client confidentiality
- Attend weekly staff meetings
- Attend training related to target population, case management, and agency needs

Nonessential Job Functions

- Other duties as assigned



Education and Experience

A bachelor's degree in social work or related human service's field from an accredited college or university. Eligible to or possess and maintains applicable professional licensure, preferred.

Job Qualifications/Specifications

- Knowledge of social service casework principles, techniques, and practices, and standards of care.
- Knowledge of federal and state laws pertaining to client rights, mandated reporting and confidentiality issues.
- Knowledge of and adherence to professional (NASW, NAADAC, and APA) Code of Ethics.
- Knowledge of entitlement programs.
- Knowledge of eligibility requirements for community resources in Washoe County and Sparks that serve people who are homeless, indigent, and mentally ill.
- Knowledge of DAP format for case notes.
- Ability to build rapport and trust with others
- Ability to match client needs and scenario to mainstream, community and agency resources.
- Ability to communicate effectively both orally and in writing consistent with the audience.
- Ability to analyze scenarios, problem solve and exercise balanced judgment.
- Ability to prioritize and differentiate between levels of urgency.
- Ability to effectively work with individuals with chronic mental illness.
- Ability to formulate case presentation and present to other caseworkers and clinical staff.
- Ability to provide crisis intervention with distressed individuals in a calm, rational manner.
- Ability to evaluate progress and recognize patterns of improvement/failure based on qualitative and quantitative data.
- Familiarity with homelessness, mental illness, substance abuse and recovery dynamics.
- Basic computer skills for general operation of hardware and software.
- Basic arithmetic for compiling required statistics.

Agency Specifics

- Knowledge and adherence to agency policies and procedures.
- Ability to read, understand, apply rules and regulations.
- Ability to maintain prompt and regular attendance.
- Ability to adhere to HIPPA regulations and maintain client confidentiality.
- Ability to work in a team environment.
- Ability to treat co-workers and clients in a respectful and professional manner.
- Ability to work without excessive supervision and make appropriate decisions.
- Ability to interface with diverse and distressed populations.
- Ability to multitask, adapt and be flexible to change.
- Ability to work with grace under pressure.
- Tolerance, patience and willingness to learn.

Working Conditions

Inside and outside work with light duty involved. Contact with diverse populations such as homeless individuals and families, people who have mental illness or other disabilities, and other potentially distressed populations.