

FOUR COUNTY MENTAL HEALTH CENTER, INC.
JOB DESCRIPTION

NON-EXEMPT

TITLE OF POSITION: CSS Case Manager (Employment Education Support)
SUPERVISOR: CSS EES Coordinator
WORK SCHEDULE:

MINIMUM QUALIFICATIONS:

- Bachelor's Degree or equivalent combination of education and experience in the Human Services field
- Posses demonstrated interpersonal skills; ability to work with person with severe and persistent mental illness; and ability to react effectively in a wide variety of human service situations
- Completion of required trainings upon hire
- Practice from a strength's base philosophy
- Work independently, or as a productive member of a team to develop a therapeutic rapport with diverse individuals
- Dependable vehicle, valid driver's license, and compliance with agency's liability carrier's requirements may be required depending on job assignment
- Communicate positively and effectively with others
- Basic proficiency in math
- Effective utilization of basic office technology
- Requires use of cell phone during work hours

GENERAL RESPONSIBILITIES: To provide the strengths and recovery based medically necessary interventions of Community Psychiatric Supportive Treatment (CPST) and Targeted Case Management (TCM) to people who have severe and persistent mental illness. To work in partnership with patients to complete treatment plans based on a strength assessment focusing on obtaining and maintaining competitive, integrated employment. To provide interventions which are related to specific employment and academic goals on the treatment plan and to document the intervention and the patient's progress toward reaching goals. CPST is community based, face to face interventions and include assisting patients with the following: achieving employment and education goals; maintaining employment; symptom self management; adapting to life situation and community settings; the strength's assessment and treatment planning; developing and implementing an income maintenance plan; crisis management. TCM includes contact with collaterals, the treatment planning process, and helping the patient gain access to needed medical, social, employment, educational and other services.

ESSENTIAL JOB FUNCTIONS:

1. **Quantity:** Providing services to patients, face to face with a minimum number of hours required based off of the assigned tier (Community Support Services Production & Incentive Policy).
2. **Quality:** Integration into the community is the central focus of CMs' practice and includes assisting the patient to obtain integrated housing, competitive employment that is meaningful to the patient and linking to people in the community and naturally occurring resources. Employment Education Support services focus on patient choice in competitive, integrated employment. Quality services will produce successful case closures at the minimum of EES average.
3. **Clinical:** CMs build effective, trusting, professional relationships by working in partnership with patients while communicating hope and emphasizing patient strengths, choice and empowerment. CMs help patients identify needs and aspirations in each life domain as a step in treatment planning. Treatment plans include individualized, effective long and short term goals, which are specific, measurable and observable and are updated by recognizing accomplished goals/tasks and setting new goals/tasks. Contact with patients is proactive, purposeful, and planned to assist patients in reaching treatment, personal growth and recovery goals.
4. **Judgment:** Sound judgment in crisis, ongoing treatment and in all facets of the job is evident. Ethical boundaries and confidentiality are respected at all times.
5. **Coordination:** Payment sources are reviewed and the billing for each patient is coordinated. Positive working relationships with all resources within and outside the agency will be developed and maintained. Active and timely participation in all administrative and treatment staffing is consistent.

6. **Documentation:** Treatment plans are integrated and encompass all interventions planned. Documentation is accurate, current, and reflects the interventions and the patient's progress toward reaching goals. Staff schedules are turned in consistently. All required patient information is updated in a timely manner.

OTHER JOB FUNCTIONS:

- Exhibit and promote decisions / behavior consistent with the Center's established Vision, Mission, and Values.
- Any deviations to the work schedule *and all overtime* must be approved in advance.
- Other duties assigned by your Supervisor.

Employee Printed Name: _____ Employee Signature: _____

Date: _____