PROGRAM: CTA
CLASSIFICATION: Community Support Specialist II (80-100% FTE)
POSITION DESCRIPTION: Clinical Case Manager/Social Worker

SUMMARY:
This classification, which functions under the supervision of the CTA Clinical Team Manager and the CTA Clinical Coordinator Designee, is a professional clinical position. Primary duties include assisting clients in their rehabilitation efforts, providing and coordinating the team’s clinical approach for consumers on their caseload, providing cultural/clinical direction and consultation to staff of other services such as group homes, assisting in general program activities, supporting and sharing opinions with team members, and serving on JMHC committees. He or She will help to ensure that services are culturally competent and that they promote the principles of normalization and consumer participation. This person may provide AODA services to dually diagnosed consumers. He or she may also provide consultation to CTA staff on AODA issues. Other duties may be assigned by the CTA Clinical Team Manager and/or the CTA Clinical Coordinator Designee.

ESSENTIAL QUALIFICATIONS:
- Masters Degree in Social Work, Rehabilitation Psychology or related field or
- Bachelor's degree in Social Work, Rehabilitation Psychology or related field plus experience which demonstrates competence in working cross-culturally and having connections to the communities/cultures in Dane County reflective of CTA’s current and potential clientele
  and
- Ability to make DSM diagnosis based on current DSM criteria, write a treatment plan and carry out treatment based on the DSM diagnosis
- Commitment to work toward improving cultural competence as demonstrated by: valuing diversity, recognizing personal limitations in one’s competency, and having the desire to improve
- Strong commitment to principles of normalization and to facilitating consumer participation in treatment/service planning and provision
- Demonstrated ability to provide clinically sound culturally competent case management services to people who have severe and persistent mental illnesses
- Strong verbal, writing, organizational, and advocacy skills
- Access to a car and willingness to use it for work (i.e. - transporting consumers)
- Valid drivers license and meets the insurability requirements of Journey Mental Health Center (JMHC)

PREFERRED QUALIFICATIONS:
- Masters Degree with ability to bill Medical Assistance (minimum of 3000 hours clinical experience working with persons with severe mental illness, or 1500 hours working within a CSP)
- Experience providing psychotherapy/counseling, applying techniques shown to be effective with people who have severe mental illness (e.g. - Cognitive Behavioral
Therapy, Motivational Interviewing, Solution Focused Therapy and Trauma Informed Methodologies)

- Extensive knowledge of psychotropic medications, their effects, and side effects
- Familiarity with a wide range of benefits and an extensive understanding of how earned income effects benefits such as SSI and SSDI
- Familiarity with Wisconsin State Statutes 51.42, 971.14 and 971.17
- Understanding of the relationship between the Dane County criminal justice system and mental health treatment
- Experience and specialized knowledge in providing substance abuse treatment to folks who are dually diagnosed (i.e. severe mental illness and substance use/dependence)
- Fluency in Spanish as well as English
- Knowledge of methods and theories of psychosocial rehabilitation and the assessment/evaluation tools useful in the rehabilitation approach
- Experience and ability with computer databases, particularly Macintosh systems

RESPONSIBILITIES:
Clinical (High Responsibility - 90% of effort)

- The Clinical Case Manager provides direct service to a caseload of CTA consumers. He/She is responsible for providing and/or coordinating the team’s clinical care for their caseload as well as providing clinical interventions for other CTA consumers as directed. Case management activities include but are not limited to:
  - Psychotherapy,
  - AODA services,
  - Activities of daily living training,
  - Vocational endeavors,
  - Working on finances and budgeting,
  - Obtaining and maintaining housing,
  - Assistance with legal problems and obligations,
  - Family systems counseling,
  - Obtaining and coordinating primary health care services.

- Develop in-depth assessments for new consumers. At initial assessment, along with the CTA Psychiatrist and the CTA Clinical Team Manager, establish and document that the consumer is eligible for CSP services according to HFS 63 (e.g. - has an Axis I diagnosis of Schizophrenia, Schizoaffective Disorder, Bipolar I Disorder or Psychosis NOS and a significant functional impairment requiring the services of a Community Support Program).

- Develop a comprehensive treatment plan for consumers on his/her caseload. Complete six-month treatment plan reviews including a review of the current diagnosis based on DSM criteria as well as recommendations to the psychiatrist to support the current diagnosis or to consider an alternate diagnosis. The Clinical Case Manager makes recommendations for the treatment plan based on diagnostic findings while taking into account cultural and personal attributes of the consumer.

- Provide and/or make recommendations for psychotherapy, for mental health and substance abuse based on diagnostic findings. Suggested therapy modalities could include: Motivational Interviewing, Cognitive Behavioral Therapy, Behavioral Therapy, Solution Focused and Trauma Informed Therapy.
• Maintain contact with consumers to a degree sufficient to monitor and evaluate progress in compliance with the individual’s treatment plan. Build relationships with consumers so as to enable collaborative work in areas such as: psychotherapy, AODA services, activities of daily living training, vocational endeavors, working on finances and budgeting, obtaining and maintaining housing, assistance with legal problems and obligations, coordinating health care, and connecting to one's own community and cultural context as he or she wishes.

• Monitor medication adherence. Provide ongoing assessment of the therapeutic effects as well as any side effects from treatment with psychotropic medications. Share these observations with the treatment team, including the team’s RNs and psychiatrist.

• Observe consumer’s medical and mental status, progress, problems, and share observations with the team.

• Work actively as a member of the treatment team, supporting and covering for other team members as necessary.

• Provide or arrange for the provision of crisis management services as clinically and programmatically appropriate and necessary.

• Maintain records of contacts, update releases of information, complete informed consents, complete all paperwork required by administrative code, demonstrate good medical practice, and adhere to the requirements of the County contract all within the required time lines.

• Attend program meetings, team meetings, treatment planning, and morning report.

• Coordinate clinical services for consumers on their caseload with those of other JMHC units and outside agencies. Take steps to ensure professional integrity and ethical approaches in accordance with NASW and APA professional guidelines.

Programmatic (Medium Responsibility - 10% of effort)

• Represent CTA/JMHC at community events or meetings as requested by the CTA Clinical Team Manager and/or the CTA Clinical Coordinator Designee.

• Assist in the education and orientation of visitors, students, and volunteers.

• Serve on JMHC committees or task groups as assigned.

• Attend in-service training and conferences as authorized and directed.

• Implement and supervise projects or groups as assigned.

• Provide clinically and culturally competent consultation, training and education about CSP services to other JMHC staff and outside providers on clinical issues according to individual expertise and knowledge.