PROGRAM: Gateway Community Support Program  
CLASSIFICATION: Community Support Specialist II  
POSITION TITLE: Case Manager

SUMMARY:  
This classification, which functions under the supervision of the Clinical Team Leader, is a professional clinical position. Primary duties include assisting clients in their rehabilitation efforts, providing and coordinating clinical services, 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 Center committees. Other duties may be assigned by the Clinical Supervisor or Clinical Team Manager.

ESSENTIAL QUALIFICATIONS
- Masters Degree in related field, with ability to bill Medical Assistance (minimum of 3,000 hours clinical experience working with persons with severe mental illness, or 1,500 hours working within a CSP)
- Commitment to work toward improving cultural competence as demonstrated by: valuing differences/diversity; recognizing personal strengths/limitations in consumers’ competencies and expertise; and having the desire to support consumers in maintaining/improving in these areas.
- Qualifications and ability to act as a Clinical Team Leader Designee
- Sound clinical skills
- Ability to assess progress and encourage positive change, taking into account cultural and clinical considerations, and consumers' own wishes and definitions of success
- Demonstrated ability to provide case management services to people who have severe and persistent mental illnesses
- Strong commitment to principles of normalization and to facilitating consumer participation in treatment/service planning and provision
- Knowledge of psychotropic medications, their effects, and side effects
- Good documentation skills
- Valid Drivers License
- Access to car and willingness to use it for work (transporting program participants)

PREFERRED QUALIFICATIONS:
- Demonstrated experience and expertise in applying clinical knowledge in a culturally sensitive manner so as to have a positive influence in cross cultural mental health and AODA service delivery
- Special areas of expertise in addition to generalist case management, such as: AODA, vocation, bilingual skills
- 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 - 80% of effort)

1. Carry a clinical caseload and provide, or arrange for provision of, all needed services for each person on that caseload. Ensure that services are culturally competent/sensitive, that they promote the principles of normalization and consumer participation, and that they comply with HSS 63.

2. Develop an in-depth assessment; comprehensive treatment plan; and timely reviews, updates, and revisions as required by code and as needed for each consumer on caseload, taking into account cultural and personal attributes and characteristics.

3. Maintain contact with consumers to a degree sufficient to monitor and assist progress and in compliance with treatment plan methodology. Build relationships through which case manager and consumer work together in such areas as: supportive psychotherapy, AODA services, activities of daily living training, vocational endeavors, working on finances and budgeting, obtaining and maintaining housing, and connecting to one's own community and cultural context as he or she wishes, assistance with legal problems and obligations.

4. Monitor medication compliance and monitor for effects and side effects. Report observations to the R.N. or psychiatrist.

5. Evaluate and diagnose consumer medical and mental status, progress, and problems, and share opinions with the team.

6. Contribute to the functioning of the treatment team, supporting and covering for other team members as necessary.

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

8. With attention to required time lines, maintain records of contacts and services, clinical charts, and correspondence, complete all paperwork and records required by administrative code, good medical practice, and county contract. Assist in modifying record keeping and paperwork so it allows for/encourages inclusion of data about one's cultural and spiritual aspects.

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

10. Attend program unit meetings, team meetings, treatment planning, and morning report, functioning as an active member of the interdisciplinary team.

11. Coordinate clinical services with those of other Center units and outside agencies and assist in problem resolution around clinical issues.

Programmatic (Medium Responsibility - 20% of effort)

1. Represent the service area at events or meetings as requested by the Clinical Team Manager.

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

3. Serve on Center committees or task groups as assigned, and attend inservice training and conferences as authorized and directed.

4. Implement and supervise projects or groups as assigned.

5. Provide clinically and culturally competent consultation, training and education about CSP services to other Center staff and outside providers on clinical issue.