Job Posting

**TITLE**
16118 Commercial Case Manager

**CATEGORIES**
Full-Time

**CLASSIFICATION**
Clinical Specialist II

**CLOSING DATE**
Until Filled

**PERCENT OF TIME**
100% FTE

**PERSONNEL CODE**
16118

**PROGRAM**
Gateway CSP

**SALARY**
$36,916.98 – $47,238.53

**JOB INFORMATION**
Journey Mental Health Center is an Equal Opportunity/Affirmative Action Employer. It is the agency’s belief that staff diversity and cultural humility are the foundation for services, which are accessible, effective, and relevant to the diverse needs of children, youth, families and adults. Individuals from all walks of life are strongly encouraged to apply.

**ABOUT THE POSITION**
We have an opening for a Commercial Case Manager in our Gateway program. The Commercial Case Manager (CSII) position is responsible for providing a wide array of culturally competent, recovery oriented, trauma sensitive, direct clinical services including assessment, counseling, supportive contacts and referrals serving adults who are struggling with co-occurring mental health and substance use disorders. This is a professional clinical position in a State of Wisconsin certified Community Support Program- DHS.63. The Commercial Case Manager is the system wide case manager. They are the single point of contact, and responsible for maintaining a therapeutic relationship whether the consumer is in the hospital, community or is involved with other agencies. Primary duties include working within an interdisciplinary team to assist consumers in their rehabilitation efforts, evaluate and diagnose consumers utilizing DSM criteria, mental status examinations, etc., and provide cultural/clinical direction and consultation to staff of other services such as group homes. This Case Manager will carry a small caseload and will also float between three CSPs as needed, to cover staff shortages as they occur.

**BENEFITS THAT COME WITH WORKING AT JOURNEY!**
Journey is on the cutting edge of providing services to those in our community who suffer from substance use, mental health and related medical illnesses. We are a training ground for local colleges and others in the behavioral healthcare field. Our staff includes clinical interns as well as seasoned employees who have decades of longevity!

**TRAINING**
Journey has a long-standing reputation as a training home and provides opportunities to earn post-degree supervised hours to qualify for licensure. Journey is an ACEP (Approved Continuing Education Provider) organization with national status. Journey provides ongoing trainings that satisfy continuing education requirements for licensure renewal and a Substance Use Disorder series designed to earn certification as a Substance Use Counselor. Trainings are generally provided at
the main campus and are at no cost to staff to fulfill Journey’s mission of being a center of excellence.

**COMPENSATION FOR CREDENTIALS**
As staff increase their knowledge, the value to consumers, the community and other Journey staff is heightened. As a result, Journey provides additional compensation to staff as they obtain degrees, licenses and certifications.

**GROWTH OPPORTUNITIES**
Journey provides a wide variety of services, ranging from general counseling, hospital and jail diversion programs to providing resources to specific cultures in our community. With our continuous growth, opportunities for movement throughout our agency are numerous.

**BENEFIT PACKAGE**
To insure a healthy life/work balance we offer 5 weeks paid time off your first year in addition to 9 paid holidays! If you qualify, also included are health, dental, life, disability, long-term care insurances. Our retirement options include both a 403b and a fully vested pension plan after just one year!

If you are interested in making a difference in your community, we would appreciate the opportunity to review your resume! Please submit your resume to hr.employment@journeymhc.org.

**FOLLOWING IS A JOB DESCRIPTION:**

**Summary**
The CSII reports directly to the assigned supervisor with overall program supervision provided by Clinical Team Leader. This position is included in the Professional Bargaining Unit.

**QUALIFICATIONS**

**ESSENTIAL**

**Education/Licensure**
- Master’s Degree in a related behavioral health field, accruing 3,000 hours of supervised clinical experience.

**Experience**
- Experience in related behavioral health field.
- Experience with use of evidence based practices in mental health.
- Commitment to work toward improving cultural competence as demonstrated by: valuing diversity, recognizing personal limitations in one’s competencies and having the desire to improve.
- Strong commitment to principles of recovery and to facilitating consumer participation in treatment/service planning and provision.
- Knowledge of evidence based practices for treatment of mental health and co-occurring disorders.
- Experience in community-based mental health and co-occurring assessments, case management, treatment planning and crisis resolution.
- Ability to communicate effectively.
- Ability to work effectively with an interdisciplinary team with a positive and creative attitude.
- Ability to work independently and remain organized and efficient.
- Superior ethics and interpersonal boundaries as evidenced by past experience in community based work with related professional references.
- Valid driver’s license and good driving record; access to car and willingness to use it for work (i.e. transporting consumers).
Typical Physical Demands

Requires driving, sitting, standing, light lifting, bending, and reaching; and the ability to use and operate standard office equipment, including computer, calculator, phone, printer, cell phone, facsimile, etc.

Working Conditions

May require evening or weekend hours depending on program and consumer’s needs.

PREFERRED

- Bi-lingual, and/or bi-cultural (Spanish/Hmong/Cambodian).
- Licensure as a Substance Abuse Counselor in Training, Clinical Substance Abuse Counselor or Substance Abuse Counselor.

RESPONSIBILITIES:

A. Provision of Clinical Services

1. Performs accurate assessments to evaluate mental health and/or co-occurring issues in a culturally competent, recovery oriented, trauma sensitive manner by providing assessments within the context of the consumer’s perspectives and beliefs.
2. Provides a range of clinical services including level of care assessment, service coordination, therapy/counseling, support and referrals in a context that is supportive of the consumer’s culture, values and perspectives.
3. Completes accurate clinical records including intakes, assessments, treatment plans and updates, progress notes, discharge summaries and other information in a timely manner.
4. Works collaboratively with other community agencies to develop and maintain a continuum of care and maintain efficient use of community services.
5. Provides consultation and support related to areas of specialization.
6. Attends Team Meetings and presents consumer cultural and clinical information.
7. Maintains minimum direct and case management service hour expectations.
8. Works collaboratively with team members and takes a leadership role in service planning.

B. Program and JMHC Participation

1. Attends staff meetings, in-services and other program activities as requested.
2. Participates in JMHC committees, trainings and activities as directed and/or approved.
3. Provides consultation to other JMHC programs as necessary.

The above statements are not to be interpreted as an exhaustive list, but are intended to describe the general nature and level of work being performed by this employee.

ADDITIONAL INFORMATION

Send your resume to hr.employment@journeymhc.org or applications are available:
- at www.journeymhc.org/careers
- or pickup at Journey Mental Health Center, 625 W Washington Ave., Madison, between 8 a.m. and 8 p.m. Monday-Thursday and 8 a.m. to 5 p.m. Friday

Employment is contingent upon a receipt of favorable results of background history and driver’s record check.

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