

**Jefferson County
Position Description**

Name: **Department:** Human Services
Division: Behavioral Health

Position Title: HSP Case Manager **Pay Grade:** 6 **FLSA:** Non-exempt

Date: July 2024 **Reports To:** Mental Health/AODA Supervisor

Purpose of Position

The purpose of this position is to provide case management and care support to clients that are assessed and found to be in need of services with Jefferson County's Outpatient Integrated Behavioral Health Clinic or Emergency Mental Health community programs, specifically individuals impacted by opioid use.

Essential Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Performs assessments for clients impacted by opioid use, identifying their strengths, needs, barriers, and organizing comprehensive information, to determine appropriate services.
- Provides outreach and resources to people impacted by Opioid use. Performs case management duties to provide and refer clients to community resources as identified in service plan and provides client-specific advocacy necessary to assist clients with gaining access to services and resources. Works closely with community stakeholders, i.e. EMS, Law Enforcement, and Hospitals, to assist people in accessing services, particularly after an overdose.
- Develops a Targeted Case Management (TCM) service plan that includes the client's needs, strengths, their role in the service plan, and measurable objectives. Reviews treatment plan outcomes with client, supervisor, and medical director. Completes documentation and progress on service plain progress notes. Provides service plan review and follow up with clients every six months. Assists clients in succeeding with their goals and setting new goals. Support and commend clients for accomplishments.
- Develops crisis plans per standards of DHS 34 and agency policies and provides crisis response support.
- Prepares in-person, telephone, or written contracts with collaterals for the purpose of implementing the case plan and monitoring the client's response to services. Prepares accurate and timely documentation for individual clients, providers, and other programs.
- Maintains knowledge of the applicable statutes, administrative codes, agency policies and procedures, especially DHS 75 and DHS 34. Adheres to the code of ethics standards.
- Completes legal paperwork as needed for civil commitments, guardianship's, protective placements, or other legal proceedings for court. Completes accurate and timely documentation.
- Administers Emergency Mental Health Services per the standards of DHS 34; works with clients through crisis situations; conducts safety planning.
- Participates in community organizations, trainings, outreach, and education.
- Provides back up to Emergency Mental Health; works as needed as Intake Worker for emergency mental health, as assigned.
- Completes welfare checks on clients as directed by supervisor.
- Identifies, maintains knowledge, and complies with statutes, administrative codes, and code of ethics.
- Consults with medical director and supervisor regarding emergency or complex issues, client progress in treatment, and questions of policy and procedure.
- Connects clients with addiction recovery treatment resources.
- Demonstrates knowledge in Jefferson County computer programs to complete timesheets, mileage reimbursement, TCM record keeping programs, client forms, and data entry.
- Assesses and assists with ensuring client needs are met which includes providing transportation as needed.
- Demonstrates knowledge of ASAM levels of care.
- Practices competent motivational interviewing techniques.
- Supports and enhances a trauma-informed care environment.
- Completes annual compliance training and adheres to Human Services compliance policies and procedures.

- Demonstrates dependable attendance.
- Complies with County HIPAA Policies and Procedures.
- Adheres to and promotes safety as a priority in the workplace.
- Performs other duties as assigned or as may develop.

Additional Tasks and Responsibilities

- Recognizes and obtains payments/reimbursements for Medicaid Assistance based on standards and requirements.

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

- None.

Other Requirements – Certificates/Licensures

Valid driver's license.

Motivational Interview Training.

Minimum Training and Experience Required to Perform Essential Job Functions

Four years related experience and/or training; or a bachelor's degree from a college or university; or an equivalent combination of education and experience. High school diploma or equivalent required.

Preferred Training and Experience Required to Perform Essential Job Functions

Five years related experience and/or training; or a bachelor's degree from a college or university plus two years of experience; or equivalent combination of education and experience.

Certified Peer Support Specialist.

Knowledge, Skills, Abilities

- Ability to make assessments and provide or refer for appropriate treatment.
- Ability to manage one's time and emotions in an environment of rapidly changing priorities.
- Ability and comfort in assessing risk and safety planning.
- Ability to reliably and predictably carry out one's duties.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Ability to work effectively with individuals and families to assist them in solving physical, mental, and social problems, with members of the mental health team and other allied professionals.
- Ability to work with challenging situations where clients may be hostile or aggressive.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply concepts of basic algebra and geometry.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to become trained in the administration of naloxone.
- Ability to utilize advisory and design data and information such as medical assistance manuals, Human Services policy and procedures, program guidelines, State statutes Chapter 51, 55, 880, personnel

manuals, DARs, service contracts, financial reports, program summaries and reports, accounting methods, and educational curricula.

- Ability to communicate verbally and in writing with supervisors, clients, clients' families, subordinates, volunteers, Human Service Board members, other Human Service supervisors, Department clerical staff, contracted service providers, attorneys, Judges, general public, funding agency representatives and unit advisory committee members.
- Ability to counsel and treat clients and mediate disputes. Ability to persuade, convince, and train others. Ability to advise and provide interpretation regarding the application of policies, procedures and standards to specific situations, Ability to provide advocacy for clients.
- Ability to embrace and nurture a person centered, trauma informed, recovery oriented framework and culture for service delivery.
- Ability to plan and organize work effectively.
- Ability to maintain accurate current records and prepare clear and concise reports.
- Ability to establish and maintain effective working relationships with agency staff, community members, families, and collateral agencies.
- Knowledge of assessment and treatment of persons whom have serious and persistent mental illness including co-occurring disorders.
- Knowledge of the principals and practices of psychotherapy. The knowledge of best practices and the ability to implement them.
- Knowledge of Personality Disorders and strategies for treatment.
- Knowledge of Dialectical Behavioral Therapy or ability to be trained.
- Extensive knowledge of therapeutic and psychosocial interventions for persons with complex needs.
- Knowledge of the laws, regulations and practices pertaining to DHS 63.
- Knowledge of psychotropic medications, their effect, side effects and abuse potential.
- Knowledge of various cultures and diverse populations and ways in which cultural values impact individuals, families, and the community.
- Knowledge of accurate record-keeping and accounting and bookkeeping processes in accordance with regulatory mandates and economic practicality.
- Knowledge in addiction treatment and recovery.
- Knowledge of basic Cognitive Behavioral Therapy and Dialectical Behavior Therapy skills.
- Skill in operating a personal computer, laptop, and other department office equipment using applicable department software, Microsoft products, web-based systems, and performing data entry.

Supervision

None.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this position, the employee is regularly required to sit; use hands to finger, grasp, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. Lifting, moving, pushing or pulling up to 10 pounds does not generally occur, but may occur when lifting boxes, books or paper. Specific vision abilities required by this job include close vision, color vision, depth perception and ability to adjust focus, distance vision.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this position, the employee is not regularly exposed to adverse conditions. The noise level in the work environment is usually moderate. The person may be exposed to physically or verbally abusive persons, high stress environments and if doing home visits unsanitary conditions.

Jefferson County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act as Amended, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read and understand the duties of this job description and, by signing below; I agree that I can perform the duties of this position with or without reasonable accommodation.

Employee

Date

Supervisor

Date

Human Resources

Date