



Job Title: CASE MANAGER (Mental Health)

Department /Office: Behavioral Health Services

Reports to Whom (title): Clinical Psychologist

Salary /Hourly Range: 45

Job Classification Code: 8864

Level of Background Check: 1B

FLSA Status: EXEMPT / Full-time, Part-time, Temporary

Driving Required: Yes

Revision Date: 09/27/2012

INTRODUCTION: This position is responsible for providing proactive services in which individual mental health needs are identified and addressed in a timely and effective manner, providing high quality mental health care services. The incumbent will coordinate services, review, and fine-tune referral systems that involve Behavioral Health and other agency providers, community, intra-facility services and alternate resources; and provide follow through as appropriate with clients, family members and providers. The incumbent will coordinate day-to-day case management activities with the Mental Health staff.

DUTIES: (The following examples of duties are intended to be illustrative only and are not intended to be all-inclusive or restrictive).

1. Develops and maintains active and effective communication with Hopi Guidance Center Mental Health and Substance Abuse Colleagues, external providers, and Social Service Program staff, regarding the psychosocial and medical needs of Mental Health clients.
2. Assists clinical staff in facilitating comprehensive plan of care that includes completing demographic interview and intake to register clients with Behavioral Health, provide initial orientation to BHS, client rights and available services.
3. Conducts home visits and follow-up phone calls/letters as needed to coordinate case management services that may include transporting family for family sessions, visitations to clients in inpatient treatment facilities. Assists on-call staff with coordination of psychiatric/detox placements.
4. Participate in interdisciplinary team meetings (MDT/CPT, HHCC med. Rounds, Social Service/BHS staff meetings and BHS Utilization Review, and assigned meetings).
5. Works closely with BHS clinical staff to assess the need for clinical services and assist client in connecting with recommended services, both with BHS and with admission to outside facilities.
6. Maintain working relationship with the staff of other agencies (Community Counseling Center re: out of home placements, including in-patient rehab and psychiatric treatment facilities), act as a liaison/advocate for the client in their interaction with other programs/providers. Collaborates with other agencies/programs to address clients' primary care needs.
7. Document all client contacts/progress following BHS standard documentation policies and procedures. Supervises the collection of monthly statistics. Protect and maintain client confidentiality.
8. Facilitates and tracks the referral progress and coordination of care for individual clients referred to and from Behavioral Health. Compile caseload conformation and statistical data on clients served.
9. Seeks consultation from appropriate disciplines and departments as required to facilitate and expedite referrals, along with follow-up for outcomes. Coordinates child/Adult family team client case staffing as needed.
10. Proactively identifies delays and obstacles to care and works collaboratively with BHS treatment providers to remedy and improve the process.

PERSONAL CONTACTS: Contacts are with clients, family members, HGC providers, social services, Federal/State payers, external provider agencies and community resources. The purpose of these contacts is to exchange factual information, provide assistance, coordinate services and establish a network of relationships and resources.

PHYSICAL EFFORT & ENVIRONMENTAL FACTORS: The work is primarily performed in a standard office environment that requires normal safety precautions. Work extends beyond the normal eight (8) hour daily schedule and 24 hour on-call is required. Extensive travel on and off the reservation is required.

MINIMUM QUALIFICATIONS:

1. Required Education, Training and Experience
 - A. Education: Bachelor's of Social Work (BS) degree Bachelor's In Psychology From an accredited college or university; AND
 - B. Experience: Five (5) years work experience with a behavioral health or social services agency, of which three (3) years is in specialized work experience with mental health/and or substance abuse; demonstrated case management skills; OR
 - C. Any equivalent combination of education, training and experience, which demonstrates the ability to perform the duties of the position.
2. Required Knowledge, Skills and Abilities
 - A. Knowledge:
 - Advance communication skills with the ability to work collaboratively with health care professionals at all levels to achieve established goals and improve quality outcomes
 - Advocacy skills dealing with intervention and outcomes
 - Background in mental health/substance abuse inpatient/outpatient placement process
 - Knowledge and skill in meeting multi-faceted psychosocial patient needs including knowledge of resources in community and residential treatment systems and facilities
 - Knowledge of Hopi culture and the local social environments and the ability to appreciate cultural differences and their effect on health care delivery
 - Knowledge of the specific day-today needs of clients within the Behavioral Health Program
 - Knowledge of general computer programs such as Microsoft Word, Excel and PowerPoint
 - B. Abilities:
 - Communicate effectively, orally and in writing and to work effectively with a wide range of individuals
 - Exhibit sound and accurate judgment, and include appropriate individuals in decision making process
 - Manage competing demands, frequent changes, delays or unexpected work
 - Complete projects in a timely manner
 - Speak and understand the Hopi language
 - C. Skills:
 - Skills pertaining to client database management information systems such as AHCCCS
 - Skilled in tracking and monitoring client activity
 - Interpersonal skill in facilitating client continuity of care

NECESSARY SPECIAL REQUIREMENTS:

1. Must complete & pass the pre-employment screening in accordance with Hopi Tribal Policy.
2. Must possess a valid Arizona Driver's License and complete the Hopi Tribe's Defensive Driving course.
3. Maintain professionalism and a strict standard of confidentiality of client records, etc.