



**Job Title: CASE MANAGER**

**Department /Office:** Hopi Guidance Center: Behavioral Health

**Reports to Whom (title):** Behavioral Health Supervisor

**Salary / Hourly Range:** 45

**Job Classification Code:** 8864

**Level of Background Check:** 1B

**FLSA Status:** EXEMPT; Full-time, Part-time, Temporary

**Driving Required:** Yes, As Required

**Date:** 01/07/2014

**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 behavioral health care services. The incumbent will coordinate day-to-day case management activities with the Behavioral Health staff, communities, families, inside and outside agency with RTC's and other involved in client's continuum of care.

**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 Behavioral Health, external providers, and other HGC Programs, regarding continuum of care, the psychosocial and medical needs of all Behavioral Health clients.
2. Assists clinical staff in facilitating comprehensive plan of care that includes completing initial orientation, demographic interview, Releases of Information (ROI), screening, treatment planning, aftercare collaboration with Behavioral Health, Social Services and HGC departments, includes advocating for 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.
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 outside facilities.
6. Develops and maintains a follow-up and aftercare program with clients and other programs. Attends and participates in weekly case review sessions/CFT for clients in treatment or other facilities.
7. Follows treatment and incorporates Behavioral Health standards of care and helps to coordinate follow-up needs at the different levels of care.
8. Collaborates with other agencies/programs to address clients' primary care needs while in treatment documenting all client contacts/progress according to BH standard documentation policies and procedures while protecting and maintaining client confidentiality.
9. Performs other related duties as assigned by supervisor to achieve office goals and objectives.

**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 performed varying environments that require normal safety precautions. Work extends beyond the normal eight (8) hour daily schedule and 24 hour on-call is required for evening, weekends and holidays. Extensive travel on and off the reservation is required.

**MINIMAL 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

OR

- 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.

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 including confidentiality requirements.
- Knowledge of the specific day-to-day needs of clients within the Behavioral Health Program
- Knowledge of general computer programs such as Microsoft Word, Excel and Power point

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
- Skills in Case Management principles and applications
- Interpersonal skill in facilitating client continuity of care

**NECESSARY REQUIREMENTS:**

1. Must complete and pass the pre-employment screening (includes a fingerprint and background investigation) in accordance with Hopi Tribal Policy.
2. Must possess a valid Arizona Driver's License and satisfactory pass the Hopi Tribe's Defensive Driving Course.
3. Must possess or obtain First Aide/CPR certification
4. No felony convictions.
5. Must be able to pass random drug and alcohol test, safety requirement for this position.

**PREFERRED QUALIFICATION:**

1. Be able to speak and understand the Hopi language.

**CONDITION TO EMPLOYMENT**

1. All offers of employment will be contingent upon successful completion of all reference checks, education, verification (including credentials, licenses, and degrees), and background investigation and other pre-employment screening requirement.

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