



## CASE MANAGER

Department / Program: Behavioral Health Services  
Reports To: Director or Designee  
Salary/Hourly Range: 48  
FLSA Status: EXEMPT; Full-Time, Part-Time, Temporary

VALID DRIVER'S LICENSE REQUIRED  
PD Revised: 11/09/2015

### **INTRODUCTION:**

This position is responsible for providing proactive services to clients who request for alcohol/substance abuse and mental health services. Incumbent provides high quality behavioral health care services and coordinates 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.

### **KEY DUTIES AND RESPONSIBILITIES:**

(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 the BHS staff, external providers, Tribal programs, RTC's regarding client's continuum of care and client's psychosocial and medical needs.
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 and collaborates with various local and off reservation resources to advocate for client rights and utilization of these 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, BHS staff meetings and BHS Utilization Review, peer review and assigned meetings). Collects data and monitors all client activities; documents all client activities based on BHS policy.
5. 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. Assist clients in following their treatment plan and incorporates Behavioral Health standards of care to assist with coordinating follow-up services with clients.
6. 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 maintain client confidentiality.
7. Performs other related duties as assigned by supervisor to achieve program goals and objectives.

### **PERSONAL CONTACTS:**

Contacts are with clients, family members, BHS 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.

## **MINIMUM QUALIFICATIONS:**

### 1. **Required Education, Training and Experience:**

Education: Bachelor's Degree in Psychology, Social Work or in Behavioral Health Science field or any other Human Service related field;

AND

Experience: Three (3) years of work experience with a behavioral health or social services agency, of which one (1) year is in specialized work experience with mental health/ and or substance abuse; demonstrated case management skills.

### 2. **Required Knowledge, Skills and Abilities:**

#### 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 Services.
- Knowledge of general computer programs such as Microsoft Word, Excel and Power Point.

#### 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.

#### Abilities:

- Communicate effectively, orally and in writing and to work effectively with a wide range of individuals.
- Exhibit sound and accurate judgement, and include appropriate individuals in decision making process.
- Manage competing demands, frequent changes, delays or unexpected work.
- Complete projects in a timely manner.

## **NECESSARY SPECIAL REQUIREMENTS:**

1. Must possess an Arizona Driver's License and complete/pass the Hopi Tribe's Defensive Driving Course.
2. Must complete and pass the pre-employment screening which includes fingerprint and background investigation in accordance with Hopi Tribal policy.
3. Must possess or obtain First Aide/CPR certification or obtain within 6 months of employment.
4. No felony convictions.
5. Must be able to pass random drug and alcohol tests, safety requirement for this position.

## **DESIRED REQUIREMENT:**

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