## Job Description

Hamilton Center, Inc.

## ***Care Manager- CCBHC ACT TEAM***

Department: All locations

Division: Satellite Services, Vigo County Services, Medical/24-Hour Services

Supervised By: Care Manager Supervisor/Program Manager/Director

##### FLSA Status: Exempt/Regular/Full-time or Part-time

Effective Date: July 2020

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Position Summary

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The CCBHC ACT Care Manager is a member of the Assertive Community Treatment (ACT) team which strives to deliver comprehensive and effective services directly to consumers with chronic behavioral health or primary care needs. Care Managers provide individualized and medically necessary case management services on behalf of consumers and skills training directly to consumers.

Case Management consists of services that help consumers gain access to needed medical, social, educational, and other services.  This includes direct assistance in gaining access to services, coordination of care, oversight of the entire case, and linkage to appropriate services.  Case Managements includes: (1) assessment of the eligible consumer to determine service needs; (2) development of an individualized integrated care plan; (3) referral and related activities to help the consumer obtain needed services; (4) monitoring and follow-up; and (5) evaluation.  Case Management does not include direct delivery of medical, clinical, or other direct services.  Case Management is on behalf of the consumer, not to the consumer, and is management of the case, not the consumer.

The Care Manager will also be responsible for providing Skills Training and Development services to consumers. Skills Training and Development services include: individual, group or family face-to-face contact for the purpose of the development of skills (i.e., self-care, daily life management, or problem solving skills) directed toward eliminating psychosocial barriers to referrals from HCI therapists, care managers and supervisory staff. Development of skills is provided through structured interventions for attaining goals identified in the individualized integrated care plan and the monitoring of progress in achieving those skills. Skills Training and Development includes direct delivery of rehabilitative services. Skills Training and Development does not include direct delivery of medical or clinical services.

Essential Duties/Responsibilities

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. **The individual performs these duties using advanced knowledge obtained through specialized education and experience.**

* Consistently exercises discretion and judgment to analyze, interpret, make deductions and then decide what actions are necessary based on the varying facts and circumstances of each individual case.
* Works without daily and immediate supervision, evaluating possible courses of conduct and making decisions where there is no opportunity to seek supervisory assistance.
* Functions as a member of the ACT team consisting of an interdisciplinary team of 10 to 12 practitioners who provide services.
* Works with the interdisciplinary team to coordinate the medical, psychosocial, emotional, therapeutic, and recovery support needs of the CCBHC consumers.
* Maintains an active caseload providing referrals and linkage as needed within area of expertise and limits of credentials; assures procurement of additional services as needed
* Acquires and provides to the team the detailed information regarding an assigned consumer to establish the foundation for the Treatment Plan
* Works with the consumer on a day-to-day basis using professional judgment and discretion to implement the team determined Treatment Plan
* Assists in development, implementation and revision of individual treatment plans; assures that services provided are specified in the Treatment Plan and monitors progress toward treatment goals
* Consults and cooperates with community systems to facilitate linkage, referral, crisis management, advocacy, and follow up with the focus on attaining treatment goals
* Provides crisis management for consumers; makes linkages for interventions as appropriate
* Provides individual and group Skills Training and Development (STD) training.
* Provides face to face skill training and mental health interventions to consumers in accordance with the treatment plan.
* Teaching age appropriate life skills training to consumers individually or in groups
* Maintains consumer and program records in accordance with applicable standards and regulations, grant requirements, etc.
* Maintains a high level of ethical conduct regarding confidentiality, dual-relationships, and professional stature
* Ability to demonstrate competent use of Essentia
* Participates in continuing education activities, remaining knowledgeable in area(s) of expertise
* Attend meetings as appropriate and meet regularly with supervisor to exchange pertinent information and receive supervision
* Completion of required CANS and/or ANSA training and ongoing certification
* Timely completion of DARMHA Supported Consumer (DSC) paperwork and reassessments within specified deadlines
* OBHP qualified staff will be expected to bill MRO services, document those services in the EMR and to participate in the required clinical supervision.
* Performs other duties as assigned

Minimum Qualifications/Requirements

**Minimum Qualifications as related to Care Manager Positions at Hamilton Center**

**CARE MANAGER III**

* Bachelor’s degree in Psychology, Social Work, Sociology, Family/Consumer Sciences, Child Development, Substance Abuse, Mental Health, Human services, Education, Criminology, Counseling, Psychology, Nursing, Special Education, Family Studies, Marriage and Family Therapy, Recreational Therapy, Music Therapy, Art Therapy, Child and Adolescent Welfare or Youth, Adult and Family Services, with a minimum of 1 year of Case Management/Care Management experience (internal or external)
* Nonspecific Bachelor’s degrees with a minimum of 4 yrs. of experience as a Care manager in a directly related child, youth, adolescent or family services field
* Completion of Case Management training post college degree

**CARE MANAGER II**

* Bachelor’s degree in Psychology, Social Work, Sociology, Family/Consumer Sciences, Child Development, Substance Abuse, Mental Health, Human services, Education, Criminology, Counseling, Psychology, Nursing, Special Education, Family Studies, Marriage and Family Therapy, Recreational Therapy, Music Therapy, Art Therapy, Child and Adolescent Welfare or Youth, Adult and Family Services, with a less than 1 year of Case Management/Care Management experience (internal or external)
* Nonspecific Bachelor’s degrees with a minimum of 2 yrs. of experience as a Care manager in a directly related child, youth, adolescent or family services field

**CARE MANAGER I**

* High School diploma or equivalent
* An individual with at least 12 months of paid, full time employment or 24 months of paid, part time employment in a directly related adult, child, youth, adolescent or family services related field including but not limited to the following professions: Community Mental Health Center, Group Home, Residential Placement facilities, Personal Care giver, State Hospital, Certified Nursing Assistant, Licensed Professional Nurse, Department of Children’s Services, Family and Social Services Administration, Education/Special Education, Nursing Home, Day Care providers/staff, Juvenile Justice Centers, Community Corrections/Probation, FQHC, Hospitals, Hospice

**ALL POSITIONS MUST POSSESS**

* Knowledge and skills in community based behavioral health care and case management
* Good interpersonal and communication skills
* Agreement to use personal transportation in work capacity including transporting consumers
* Flexible scheduling required
* Willingness to use reliable personal transportation in work capacity.

Certificates, Licenses, Registrations

* Valid driver’s license in accordance with HCI motor vehicle policy
* Maintain current Crisis Prevention Intervention (CPI) certification
* Maintain current American Red Cross CPR/1st Aid certification

Physical Demands

While performing the duties of the job, the employee is regularly required to communicate in person or by telephone. The employee must be able to travel to consumer locations. The employee is frequently required to stand, walk, reach, bend; use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms. The employee occasionally must sit. The employee must occasionally lift and/or move up to 40 pounds.

Work Environment

These characteristics are representative of those an employee may encounter performing the essential functions of the job. The employee works with seriously mentally ill individuals where a high degree of stress is possible. The position does not normally involve exposure to blood, body fluids or tissues; but it may require performing unplanned tasks where exposure may occur. The position requires the use of standard precautions.

Conditions of Employment

* Willingness to work overnights, weekends, and/or holidays
* Willingness to be on call and participate in rotating weekend/holiday schedule
* Flexibility to help cover shifts or shift changes
* Satisfactory reference and background investigation checks
* Completion of a pre-employment drug screening and completion of post-employment drug or alcohol tests upon reasonable suspicion of use
* Satisfactory completion of an Indiana Department of Child Services criminal fingerprinting background, Indiana State Criminal History, Sex and Violent Offender Registry, Child Protection Services History, and local law enforcement agency/county sheriff checks at the time of hire and every four years (or at contract renewal when applicable) for any employee that has direct contact on a regular and continuing basis with DCS consumers.
* Fingerprints required.
* Demonstrated computer literacy through successful completion of pre-employment testing may be required.
* Completion of immunization screen and TB screen
* Completion of Center-wide new employee orientation and ALL required paperwork prior to reporting to work
* Completion of Recovery Works Training
* Completion of HCI Quality Training, Trauma Informed Care, and Relias Learning.
* Completion of Crisis Prevention Intervention (CPI) Training
* Completion of CPR/First Aid Training
* Completion of HCI OBHP training modules within 90 days of hire or transfer to OBHP position.
* Attendance at all mandatory staff development and training
* Completion of Motivational Interviewing EBP within 60 days of hire or transfer.
* Successful completion of EMR orientation/ training within the first 30 days of employment.
* Successful completion of Initial Competency Assessment within the first 30 days of employment
* Successful completion of New Employee Department Checklist within 90 days of employment
* Successful completion of a six-month on-the-job orientation period
* Successful completion of Annual PES
* Adherence to all policies, procedures, rules and regulations set forth by Hamilton Center, Inc.
* Participation in payroll electronic deposit
* Adherence to Compliance Program Plan

Job descriptions are not intended, and should not be construed, to be exhaustive lists of all responsibilities, skills, efforts or working conditions associated with a job. They are meant to be accurate reflections of the principal job elements essential for making fair pay decisions about jobs.

\_\_\_\_\_ Job Description is accurate \_\_\_\_\_ Job Description should be updated

Employee Printed Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature/Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor Signature/Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*My signature verifies that I have reviewed this job description.*