



JOB DESCRIPTION

CLASSIFICATION: Non Exempt

POSITION TITLE: **Mental Health Case Manager**

**PROGRAM NAME/
LOCATION:** West Salem Clinic Mental Health
1245 Edgewater Street NW

EMPLOYMENT STATUS: Full Time

SUPERVISOR: WSC Mental Health Program Manager

FUNCTION:

The role of the Mental Health Case Manager is to provide chronic care management services for clients at West Salem Clinic Mental Health. This includes a variety of activities, ranging from providing patient education and evaluation, to functioning as the liaison between the patient and the providers.

SUPERVISORY DUTIES:

None.

GENERAL DUTIES:

- 1 Performs duties assigned by the Executive Director.
 - 2 Meets established timelines.
 - 3 Meets established attendance criteria and starts work promptly.
 - 4 Knows and consistently implements all approved policies, protocols and procedures.
 - 5 Regularly supports compliance and accreditation efforts as assigned including, but not limited to OSHA, Joint Commission and HIPAA and Behavioral Healthcare Network.
 - 6 Consistently supports the organization's mission as defined by the Board of Directors and the Executive Director.
 - 7 Participates in required meetings and events.
 - 8 With the immediate supervisor, sets and achieves annual goals for job performance
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improvement.

- 9 Monitors the entire work environment, ensuring the entire facility, indoors and outdoors, is kept as clean and orderly as possible.
- 10 Effectively participates as a member of the team and promotes teamwork.
- 11 Consistently demonstrates good use of time and resources.
- 12 Consistently interacts with clients and staff in a professional manner that reflects favorably on the organization and that is conducive to high productivity.

SPECIFIC DUTIES: (The first five are Core Competencies)

- 1 Assists clients in development and implementation of a care plan tailored to the client's needs and issues, designed to improve basic functioning in daily and community living. Identifies for and refers to resources specific to those needs and issues.
- 2 Acts as a liaison, client advocates and coordinator among those involved with the client's care including Northwest Human Services and other community referral sources, including medical, community placements, corrections and mental health providers.
- 3 Provides ongoing education to client and family members in the form of verbal and/or written consultation or educational materials.
- 4 Carries a case load and provides timely and accurate record keeping and reports as required for assisting clients. Demonstrates accurate use of grammar, spelling, and syntax in all correspondence.
- 5 Assists clients in attendance and compliance with medical/mental health appointments.
- 6 Coordinates scheduling of annual assessment for medication management of clients.
- 7 Assists clients in enrolling for medication assistance services.
- 8 Participates as appropriate in staff meetings, trainings, and supervision sessions.
- 9 Maintains strict confidentiality.
- 10 Collaborates with therapists and psychiatrist regarding client care.
- 11 If QMHP, participates in rotation as counselor on duty, processing intake screening activities (IDS).

QUALIFICATIONS:

- 1 A Bachelor's degree in a behavioral sciences field; or a combination of three years' relevant work, education or experience for QMHA eligibility. Master's degree in a behavioral sciences field and eligibility for QMHP credentialing preferred.
- 2 Familiarity with mental health environment.
- 3 Knowledge of community resources and support systems.

- 4 Ability to work independently as well as collaborate with a multi-disciplinary team.
- 5 Computer literate.
- 6 Must have a vehicle that can be used for work.
- 7 Valid Oregon Driver's License and proof of automobile insurance.
- 8 Bilingual English/Spanish preferred.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF POSITION:

- 1 The physical activity of this position may include: sitting, stooping, kneeling, crouching, reaching, standing, walking, picking, pinching, typing, and lifting.
- 2 The worker is subject to inside environmental conditions.
- 3 Light work, Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently and/or a negligible amount of force constantly to move objects.
- 4 May involve assisting clients who have ambulatory problems.

HAZARDS OF POSITION:

- 1 The worker is exposed to infectious diseases.
- 2 The worker is exposed to unpredictable behavior.
- 3 TB testing - low risk
- 4 Hepatitis B testing - low risk