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| C:\Users\tim.young\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\40D47DFC.tmp  **MISSION**  *To provide affordable quality health care for our community.* | **JOB DESCRIPTION**  **POSITION: Behavioral Health Case Manager**  Reports to: Director of Social Services  Revised: November 2020  Department: Behavioral Health  FLSA: Non-Exempt |

**Job Purpose:**

The Behavioral Health Case Manager will work to enhance the service provision to clients who present for services at OHCC. The Case Manager will identify and address barriers that contribute to social determinants of health. The Case Manager will offer supportive services to impact client’s ability to achieve health equity.

**Essential functions include, but not limited to:**

1. **Satisfies Core Competencies**

* Accepts responsibility for ensuring that performance meets the standards of the professional, ethical and relevant legislated requirements.
* Demonstrates cultural competency and commitment to patients.

1. **Patient Screening/Assessment**
   * Conduct comprehensive assessment of barriers that may inhibit clients from accessing preventative and primary medical care and supportive services.
   * Complete preliminary evaluations of clients for substance use disorder and mental health problems through use of valid and reliable tools.
   * Participates in SBIRT program.
2. **Treatment Planning and Follow-Through** 
   * Works closely with multidisciplinary team of medical and behavioral health providers, clinic staff, and external partners to address biopsychosocial issues that may impact clients’ ability to engage in care.

* Assist clients as they present for services through walk-in or warm hand off from medical staff.
* Provide assistance in addressing any barriers to services as clients present through referral.
* Participate in case conferences to assess needs and coordinate services.
* Provide and follow up on referrals to community services, including advocating for clients and problem solving with community agencies.
* Assist clients in navigating systems to receive medical care and access supportive services.
* Maintain confidential client records and files and prepare reports as required.
* Assist with crisis intervention as needed.

1. **Reporting and Program/Staff Development**

* Attend all mandatory meetings and trainings assigned by supervisor.
* Collaborates with team members and leadership in writing/reviewing program and departmental policies and procedures as needed.
* Assist with enhancing referral network according to clinic established protocols.
* Maintains CEs as required by applicable licensing body.

**Required Education:**

* Bachelor’s degree (required) or Master’s degree (preferred) in social work or a related social services field or nursing

**Skills, Licensure and Knowledge Requirements:**

* Must maintain applicable Louisiana state licensure from appropriate body to provide mental health services (LMSW/CSW/PLPC/CAC).
* One (1) year of paid post-degree experience providing case management services is preferred.
* BLS for healthcare provider is required.

**Physical Demands**:

The physical demands described here are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* While performing the duties of this job, the employee is regularly required to, stand, sit; talk, hear, and use hands and fingers to operate a computer and telephone keyboard reach.
* Specific vision abilities required by this job include close vision requirements due to computer work.
* Light to moderate lifting is required.

**Work Environment:**

The work environment characteristics described here are representative of those the employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* Moderate noise (i.e. business office with computers, phone, and printers, light traffic).
* Ability to work in a confined area.
* Ability to sit at a computer terminal for an extended period.

**Travel or Special Requirements:**

Driving during the workday as well as local or out of state travel may be required to perform job duties.

**Acknowledgement**

I read and understand the requirements to fulfill the responsibilities associated with this job description.

I agree to abide by all the duties and responsibilities for the job including and reasonable request from my supervisor. I also understand that I will be evaluated based on these job specific performance standards.

Reviewed and approved by:

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Employee Name Date Employee Signature Date