

JOB DESCRIPTION

TITLE: CASE MANAGER/CLINICAL LIAISON

LINES OF AUTHORITY: This position is supervised by a Clinical Director, Deputy Clinical Director or Clinical Supervisor, and is also under the direction of the Counselor/Therapists and Medical staff as applicable. Unless specifically designated by contract, this position does not supervise any other personnel; however, the position may require periodic participation in peer review activities.

POSITION SUMMARY: The Case Manager's main purpose is to provide case management and Clinical Liaison and related behavioral health services to their clients in a coordinated and effective manner. The Case Manager is expected to cooperate as a team member, when indicated, in the provision of a therapeutic environment that encourages each client's overall growth. This position is expected to maintain an acceptable level of productivity as measured by billable hours--1,388 final billable credit hours required annually.

PRINCIPLE DUTIES AND RESPONSIBILITIES:

1. Completes crisis assessments and full assessments.
2. Serves as Clinical Liaison for specified clients. This includes the following:
Each clinical liaison is responsible for the following:
 - To provide clinical oversight to the team as it relates to the delivering of services for an enrolled person, including the assessment and service planning processes;
 - To provide clinical oversight of the person's care;
 - To work in collaboration with the person and his/her family or significant others to implement an effective service plan, explaining the available clinical options to the team, including the advantages and disadvantages of each option;
 - To serve as the point of contact, coordination and communication with other systems where clinical knowledge of the case is important;
 - To ensure the clinical soundness of the assessment and service planning processes; including identifying the need for further or specialty evaluations and signing off on the person's service plan and annual update;
 - To provide clinical oversight to ensure provision of all covered services identified on the service plan; referrals to community resources as appropriate; and continuity of care between inpatient and outpatient settings, services and supports, as applicable;
 - To provide continuous evaluation of the effectiveness of treatment through the ongoing assessment of the person and input from the person and relevant others resulting in modification to the service plan as necessary;
 - To ensure the coordination of transfers out-of-area, out-of-state or to an Arizona Long Term Care System (ALTCS) contractor, as applicable;
 - To ensure the development and implementation of transition, discharge and aftercare plans prior to discontinuation of behavioral health services;
 - To serve as a point of contact and to ensure ongoing collaboration, including the communication of appropriate clinical information with other individuals and/or entities with whom delivery and coordination of covered services is important (e.g., primary care providers, school, child welfare, juvenile or adult probation, other involved service providers);
 - To serve as a participating member of the person's team when applicable and possible;
 - To maintain the person's comprehensive clinical record, including documentation of activities performed as part of the service delivery process (e.g., assessments, provision of services, coordination of care, discharge planning); and
 - To function in other capacities as appropriate and determined by the team.
3. Engages and includes the client, and as needed, the client's family/guardian, in the development and implementation of the treatment plan.

4. Assists in maintaining, monitoring and modifying services to designated clients.
5. Assists in finding necessary resources other than covered behavioral health services.
6. Communicates with and coordinates care with the client's family, guardian, other behavioral healthcare providers, physical healthcare providers, education providers, social service providers, judicial providers, etc.
7. Assists the client in meeting their goals and objectives, by providing case management, living skills training, personal assistance, family support, health promotion and other direct services.
8. Provides Assists in the assessment of independent living skills and any other areas requested by the assigned counselor.
9. Provides outreach, follow-up for crisis contacts and missed appointments.
10. Provides other activities, such as transportation, needed to enhance treatment compliance and effectiveness.
11. Completes clinical and administrative documentation in an accurate and timely manner according to agency standards.
12. Participates in agency on-call rotation.
13. Performs other duties as assigned by the Clinical Director, Medical Director, Deputy Clinical Director, Clinical Supervisor, Counselor/Therapist and Nurse.

PRIMARY CONTACTS:

- Frequent interaction with clients and their support system, usually the family.
- Interface as needed with peers and other clinical team members to coordinate client services.
- Collaboration, as appropriate, with other community resources/referral agencies, and other health and/or social agencies, with the client's consent, to facilitate client-needed services.

POSITION REQUIREMENTS:

Qualifications and Experience

Required:

Must be eligible as a Behavioral Health Technician who meets the following requirements:

Only certain qualified behavioral health technicians will be eligible to perform assessments and/or serve as clinical liaisons and therefore will need to be credentialed if they are to perform these functions. To be considered a qualified behavioral health technician, a person must have one of the following combinations of education, license and/or behavioral health work experience:

Masters in a behavioral health related field;

Bachelors in a behavioral health related field and one year behavioral health work experience;

Masters in non-behavioral health related field and 24 semester hours in behavioral health education and two years behavioral health work experience;

Bachelors in a non-behavioral health related field and 24 semester hours in behavioral health education and two years behavioral health work experience;

Associate degree in behavioral health related field and two years behavioral health work experience;

Associate degree in non-behavioral health related field and 24 semester hours in behavioral health education and three years behavioral health work experience;

Licensed Physician Assistant (who is not working as a medical practitioner) and two years of behavioral health work experience; or

High school diploma or high school equivalency diploma and 24 semester hours in behavioral health education completed no more than four years before the date the individual begins providing behavioral health services and four years behavioral health work experience.

Arizona Drivers License and proof of auto insurance, plus current CPR and First Aid certification.

Class A or B Fingerprint Clearance from Arizona.

Preferred:

Experience working with seriously mentally ill adults and/or seriously emotionally disturbed children.

Skills & Abilities

Required:

Fluent in English both verbally and in writing.

Able to effectively employ analytical and problem-solving skills.

Preferred:

Skilled in computer word processing.

Special Clinical Skills and Knowledge Needed to:

☐ Protect client rights

\$ Provide treatment that promotes client dignity, independence, individuality, strengths, privacy and choice

\$ Recognize obvious symptoms of a mental disorder, personality disorder, or substance abuse

\$ Provide the behavioral health services that the agency is authorized to provide and that the staff member is qualified to provide

\$ Meet the unique needs of the client populations served by the agency or the staff member, such as children, adults age 65 or older, individuals who have substance abuse problems, individuals who are seriously mentally ill, or individuals who have co-occurring disorders

\$ Protect and maintain the confidentiality of client records and information

\$ Recognize, prevent and respond to a situation in which a client may be a danger to self or others, behaves in an aggressive or destructive manner, may be experiencing a crisis situation, or may be experiencing a medical emergency

\$ Read and implement a client's treatment plan

\$ Assist a client in accessing community services and resources

\$ Record and document client information

\$ Demonstrate ethical behavior, such as by respecting staff member and client boundaries and recognizing the inappropriateness of receiving gratuities from clients

\$ Identifies types of medications commonly prescribed for mental disorders, personality disorders, and substance abuse and the common side effects and adverse reactions of the medications

\$ Recognize and respond to a fire, disaster, hazard, and medical emergency

\$ Provide the activities or behavioral health services identified in the staff member's job description or the agency's policy and procedure

WORKING CONDITIONS:

Physical Requirements:

Able to sit and stand for extended periods of time.

Able to hear ordinary conversation and phone communications.

Equipment Operation

- Able to operate common office equipment, include a personal computer.
- Able to operate agency vehicles.
- Able to operate a multiple line phone system.

Environmental Conditions

- Air conditioned and/or heated office setting of client's home.

Accommodation(s)

- As appropriate and fiscally reasonable.

CONFIDENTIALITY LEVEL: Except as permitted or required under federal and state privileged communication, confidentiality and labor laws, personnel of Little Colorado Behavioral Health Centers may not disclose any information about current or past clients, or any confidential information about current or past personnel, to anyone outside the agency without the person's prior written consent, and may not disclose this information to others within the agency except on a "need to know" basis.

Employee

Date

Supervisor

Date