

FRONTLINE SERVICE JOB DESCRIPTION

Job Title:	Case Manager - AOT Team	Reports To:	AOT Program Manager
Department:	Case Management	FLSA Status:	Non-Exempt
Approved By:	Susan Neth	Date:	November 2016

SUMMARY

Under general supervision and working as part of a multidisciplinary team provides on-going intensive mental health interventions to persons who have a severe and persistent mental illness, chemical dependency diagnosis, and who are homeless. Provide service coordination for an assigned group of clients including coordinating and monitoring the activities of the individual team. Completes and maintains progress notes, service logs and other pertinent documentation according to agency and regulatory service standards. Provides an array of stage-wise interventions to engage difficult-to-treat clients.

ESSENTIAL JOB FUNCTIONS

1. Provides an array of community based, mobile services that address the individualized mental health needs of persons who have a severe and persistent mental illness, chemical dependency, and who are homeless, including but not limited to ongoing assessment of needs, coordination of services, linkage, symptom monitoring, advocacy, outreach, housing placement, and skill development. Services may be provided face-to-face or by telephone.
2. Participates in daily treatment team meetings to identify client needs, motivation for change, and readiness/skills needed for change.
3. Coordinates the development of the individualized service plan (ISP) for each assigned client. ISP must collaborative and include client's own statement of need, a specific objective and measurable steps to achieve the objective.
4. Provide individual supportive therapy and symptom management; ensure immediate changes are made in treatment plans as clients' needs change; educate and support clients' family; and advocate for clients rights and preferences.
5. Conducts community outreach by establishing and maintaining professional and therapeutic relationships with clients, and maintains accurate treatment documentation.
6. Provides and/or ensures the provision of all necessary community support services as identified on the individual service plan.
7. Initiates appropriate action and crisis intervention with individuals/clients or situations through prompt utilization of community resources.
8. Ensures the safety and engagement of clients by providing a safe, non-threatening and supportive environment, and assists, as needed, with day-to-day operations of the agency lobby.
9. Ensures compliance with productivity and documentation/recordkeeping standards as set by the agency in accordance with funding and accreditation requirements.
10. Promotes recovery and increases the client's capacity to positively impact his/her own environment by assisting clients in the development of interpersonal and community coping skills, and self-management techniques for mental health and chemical dependency.
11. Provides assistance to clients in attaining housing, entitlements and other basic resources, and establishes and maintains regular contact and follow-up requirements as specified in ISP.
12. Perform shift management in coordination with other ACT staff members according to established policies and procedures.
13. Provide on-call crisis intervention covering nighttime hours and serve as a backup to evening and weekend staff.
14. Understand and applies Stage –Wise intervention techniques to better serve the population.

ADDITIONAL DUTIES AND RESPONSIBILITIES

1. Adheres to the ethical, confidentiality, and professional-standards requirements of federal and state law, the policies of this organization, and the policies of licensing and credentialing boards.
2. Speaks and acts in a manner that is sensitive and responsive to a person's ethnic, cultural, and developmental background, to any disabling conditions, and to conditions that may affect the person's ability to form accurate perceptions, process information, understand directions, and communicate important information.

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3. Consistently interacts with members of this and other organizations in a respectful, professional manner; productively contributes to the functioning of an interdisciplinary team.
4. Assumes additional responsibilities and performs special projects as needed or directed.

REQUIRED QUALIFICATIONS

Education, Training and/or Experience

LSW, LPC

A minimum of one year professionally experience in the delivery of mental health, chemical dependency and/or social services.

Certifications, Licenses, Registrations

Valid Ohio driver's license with less than six points and proof of automobile insurance, adhering to the minimum requirements of Ohio's Financial Responsibility Act.

CPR Certification, first aid and non-violent crisis intervention training (with-in 60 days of hire).

Knowledge, Skills, Abilities and Personal Characteristics

1. Knowledge of agency policies, procedures, goals and objectives with a willingness to respect, understand and promote the mission, values and goals of the agency.
2. Knowledge of state and local rules, regulations and laws pertaining to the provision of agency services.
3. Knowledge of major mental disorders and of community resources for services to individuals with mental disorders.
4. Knowledge of the principles of social work; first aid, CPR administration.
5. Ability to change conduct as a result of feedback from supervision.
6. Ability to effectively and professionally interact with professionals of many disciplines and with professionals and clients of diverse values, strengths and backgrounds, define problems, collect data, establish facts and draw valid conclusions.
7. Ability to prepare meaningful, concise and accurate documentation.
8. Ability to proof read and edit complex documentation.
9. Ability to gather, collate, classify information about people, data and things.
10. Ability to work with and handle sensitive and confidential inquiries.
11. Ability to work effectively as part of a team.
12. Ability to type effectively
13. Skill in mental health interventions and the ability to evaluate their effectiveness.
14. Creative and flexible problem-solving skills.
15. Computer skills; word processing.

PREFERRED QUALIFICATIONS

A minimum of 3-5 years of experience in the delivery of mental health, chemical dependency and/or social services.

PHYSICAL DEMANDS

Nature of work requires an ability to effectively communicate and exchange information, collect, compile and prepare work documents, operate standard business office equipment and motor vehicle, with an ability to work effectively in a multi-tasking environment. Duties are performed in a multi-story facility without mechanical lifts, and within the community. Employee must have ability to operate and access a reliable motorized vehicle at any time during the day, evening or night.

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WORKING CONDITIONS

Work performed within the community including the transportation of clients. Hours of work may exceed normal business hours.

For more information on Frontline Service please visit: www.frontlineservice.org

Send resumes to: careers@frontlineservice.org or fax to 216.861.7072