MHS JOB DESCRIPTION

Title: Case Manager (Essential Position)
Program: ACTION East
Department: A19-101
Location: San Diego, CA
Reports To: Program Manager
Shift: Full-Time
FLSA Status: Non-Exempt
Job Code: 8742

MHS is a non-profit organization whose mission is to improve people’s lives and instill hope by providing cost-effective community-based mental health, drug and alcohol recovery, and housing services. We continually seek new and improved ways of serving our clients and communities.

JOB SUMMARY
The Case Manager provides psychosocial rehabilitation services to assist clients with mental health and substance use disorders. Recommends and assists with access to medical, educational, social, prevocational, vocational, housing, or other community services to support treatment and recovery goals. Initiates referrals to the next level of care, and coordinates with physical health providers to ensure whole-person health service delivery. Advocates for the best interest of clients. Communicates with State, County and community service partners, including Health and Human Services, Behavioral Health, Justice System, Probation, Courts, and Housing providers.

RESPONSIBILITIES
Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

• Provide service coordination/case management for an assigned group of clients including coordinating and monitoring activities of the treatment team.
• Collaborate with Program Supervisor in rotating client visits/assignments with the treatment team.
• Provide individual supportive coaching in all areas of clients’ life.
• Provide liaison, brokerage, and rehabilitation services to clients, in support of achieving treatment goals.
• Assist clients in meeting basic needs and provide symptom management.
• Conduct Wellness Visits in clients’ homes and maintain a daily log of client contacts.
• Provide on-call crisis intervention covering nighttime hours and serve as a back-up to evening and weekend/holiday staff as needed. Work late shift and/or weekends/holidays as scheduled. Transport clients in MHS or personal vehicle, as directed by supervisor.
• Conduct and oversee psychoeducational groups as directed by Program Manager.
• Perform shift management duties in coordination with other staff as directed by Program Manager.
• Comply with all charting and documentation requirements per contract, funding agency, and MHS policy.
• Prepare critical care issues for discussion during supervision and Daily Organizational Staff Meetings.
• Meet productivity requirements and documentation standards established by the County, MHS, and the Program.
• Provide information about the program to community agencies connected to the mental health and substance abuse services system.
• Comply with all MHS and program rules, policies and procedures including HIPAA standards.

QUALIFICATIONS
• BA/BS degree in social/human services field and 2 years of experience providing clinical services to reentry, justice involved, or psychiatric populations.
• Knowledgeable of Cultural and socio-economic factors that inform service provision to persons with psychiatric or dual diagnosis disorders, and those with justice involvement.
• Knowledgeable of procedure manuals and has ability to interpret these effectively to staff, family members and community providers.
• Fluency in English required; Fluency in Spanish preferred.
• Highly organized, thorough and able to self-monitor work for quality
• Ability to interact positively with persons of diverse socio-economic backgrounds and education.
• Must be able to communicate clearly, both in writing and orally, with employees, management and co-workers
• Proficient user of Microsoft Office Suite and EHR software
• Valid California driver’s license and current auto insurance coverage
PHYSICAL REQUIREMENTS
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with qualified disabilities to perform the essential functions.

☒ Seeing
☒ Hearing
☒ Speaking
☒ Stooping/Bending
☐ Working in cramped spaces
☒ Moving around office
☒ Moving between offices/clients
☒ Driving
☒ Climbing
☒ Lifting/carrying heavy items
☒ Pushing/pulling/dragging items
☒ Standing for long periods
☒ Working outside/underground
☒ Using hands/fingers
☒ Sitting for long periods of time

I can perform the above job duties:
☐ Without accommodation ☐ With accommodation. If so, please specify:

OTHER DUTIES
Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

SIGNATURES
This job description has been approved by all levels of management:

Supervisor: ________________________________ Date: _____________

HR: ________________________________ Date: _____________

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee (print): ________________________________

Employee (sign): ________________________________ Date: _____________

MHS is committed to Equal Opportunity Employment and to attracting and retaining the most qualified employees without regard to race, color, national origin, religion, sexual orientation, gender, age, disability or protected veteran status.