

Case Manager

The position of Case Manager functions within the Psych Rehab Department at the Institute for Human Resources. This position has the primary responsibility for facilitating and coordinating the available and appropriate services with a specific caseload of recovering mentally ill adults.

SUPERVISED BY: Clinical Director

POSITIONS SUPERVISED: None

EXEMPT STATUS: Full Time, non-exempt

HOURS: Scheduled to work up to 40 hours per week with a one hour meal break each working day. Additional hours required providing crisis on-call service.

QUALIFICATIONS:

EDUCATION: Bachelor's Degree in Social Service or related field.

SKILLS:

1. Able to develop and maintain positive therapeutic relationships with adults having severe and persistent mental illnesses.
2. Demonstrate and maintain a healthy sense of boundaries when working with clients.
3. Communicate effectively with a diverse population in verbal and written formats, using English as the primary language.
4. Function effectively as a member of a team.
5. Able to effectively plan and organize.
6. Completes assignments with minimal directives, is reliable and dependable.

EXPERIENCE: Preferred two years' experience working with persons with mental illness or other disabilities.

PHYSICAL REQUIREMENTS:

1. Have the ability to lift up to 30 pounds
2. Able to push a 250-lb weight bearing wheelchair up a ramp, as well as hoisting the empty wheelchair into the trunk of a car.
3. Able to assist wheelchair-bound persons in and out of a bus using a lift.

OTHER REQUIREMENTS:

1. Possess a valid Illinois driver's license and a good driving record, and use of a dependable, insured vehicle.
2. Have a cell phone or use agency cell phone at all times when with consumers.
3. Able and willing to drive a 15-passenger van (no CDL required).

CLINICAL RESPONSIBILITIES:

1. Accurately assess an individual's mental status and service needs, and assist the Dept Director in leading the treatment team in selecting the appropriate intervention for that individual.
2. Facilitate and coordinate the individual's treatment, honoring the individual's right to choose the direction of her/his life. Assist consumers in developing treatment goals, achieving those goals in a reasonable amount of time.

3. Provide consultation, linkage and advocacy for the individual with family members and other service providers. Demonstrate familiarity with benefit/welfare program eligibility, the mental health service delivery system, and community social service programs, and develop rapport with community providers to facilitate linkage and advocacy for persons served.
4. Provide home-, community-, and agency-based skill training and ongoing assessment for persons recovering from serious and persistent mental illness. Intervention areas may include but are not limited to: interpersonal skills, symptom management, medication management, financial management, safety/emergency, leisure skills, self-care, home management, stress management, co-occurring disorders, and vocational skills.
5. Must be able to be goal oriented in work with consumers while being able to effectively respond to a variety of client needs, personality types, and illness-related behaviors. Must maintain a sense of safety and confidentiality for the individual, group, and/or community.
6. Serve as an adult role model for the clients, demonstrating age- and activity-appropriate behavior as well as serving as a “reality check” for those persons who may be experiencing an alternative reality.
7. Monitor symptoms of the mental illness, with input from the treatment team, and act in a clinically appropriate manner when a significant change in an individual’s functioning occurs. Have some familiarity with psychotropic medications.
8. Handle consumers’ money and belongings with honesty and integrity, keeping complete and accurate documentation of money exchange.
9. Provide other services as needed, including but not limited to, medication monitoring, community support group and individual services, and psychosocial rehabilitation.
10. Provide secondary crisis on-call coverage once or twice per month and primary coverage occasionally if necessary.
11. Follow all IHR policies and procedures. Abide by the Mental Health Code of Illinois, the Confidentiality Act, and HIPAA requirements.

ADMINISTRATIVE:

1. Complete progress notes within 48 hrs of activity, time sheets by due date requested, and other agency documentation accurately and promptly as directed by supervisor and in accordance with federal and state regulators.
2. Strive to meet target CIS billing goal within 15 % each fiscal year, working with supervisor to resolve any concerns.
3. Participate in agency and departmental meetings as assigned by supervisor.

SAFETY:

1. Work to insure the safety of staff and clients in his/her work environment.
2. Cooperate with the Safety Committee as directed by supervisor.
3. Document any unusual incidents and forward to appropriate staff.

TRAINING:

1. Participate in agency training events and emergency drills.
2. Further professional growth as directed by supervisor, which may include such activities as conferences, workshops or classes; or maintaining membership in your professional organization.
3. Keep current in continuing education credits as required for all job related licenses or certifications.