

# AMERICAN BEHAVIORAL HEALTH SYSTEMS, INC. (ABHS)

## DEPARTMENT – CLINICAL

### JOB DESCRIPTION

**Position Title:** Case Manager

**Job Type:** Full-time/Hourly

**Reporting to:** Clinical Supervisor

**Job Summary:**

The Case Manager will work in partnership with the client, the behavioral health team, and substance use counselors to provide responsive, culturally sensitive, and comprehensive services to the clients of American Behavioral Health Systems. The Case Manager will assist clients consistent with mental health concerns and substance use complexity. The goal of the program is to provide responsive and comprehensive services to clients to improve their stability, wellness, and recovery. The Case Manager will make referrals, coordinate care, educate, and work with multiple systems including jails, hospitals, vocational and housing programs, legal systems, and various medical/behavioral providers.

**Responsibilities:**

- Collaborating with members served to create Recovery Plan goals.
- Ensure all services described in the Recovery Plan are provided.
- Work effectively as part of a multidisciplinary team.
- Provide appropriate interventions in crisis situations.
- Provide and document educational lectures as assigned.
- Collect required data and complete required documentation.
- Coordinate transitions to lower levels of care.
- Maintain awareness of community resources and assist members served in appropriate use of community resources.
- Assist members served with all needs, including Activities of Daily Living for discharge.
- Assist members served in making and getting to essential appointments.
- Assist and advocate for members served in obtaining appropriate benefits; provide representative payee services.
- Ensure that members served understand their legal status and rights.
- Help members achieve greater independence and autonomy.
- Safeguard confidentiality; adhere to HIPAA policies.
- Provide transportation when needed and appropriate; provide linkage to community resources.

- Must evade members served in the event of assaultive behavior and pass assault crisis/crisis prevention training.
- Provide and document quality and quantity of direct services as required by program standards.

**Qualifications:**

- Associate degree and one (1) year of experience or bachelor's degree in social services.
- Ability to interact with diverse constituents is required.
- Must be at least 18 years of age.
- Must obtain CPR, Management of Aggressive Behaviors (MOAB), and Mental Health First Aid within 60 days of employment and maintain current certification throughout employment.
- Two years (2) years' experience in a mental health and/or substance use disorder setting preferred.
- Experience in providing MH/SUD case management in a residential/intensive community preferred.
- Experience in a mental health setting, outpatient clinic, and dual diagnosis treatment preferred.

**Physical Requirements:**

- Occasional standing, twisting, squatting, kneeling, pushing, pulling, lifting, and carrying items up to 50 pounds.
- Frequent sitting, walking, reaching, bending, and performing simple and power grasping.
- Frequent exposure to hazardous materials such as blood borne pathogens, hospital waste, chemicals, and infections.

**Work Environment:**

- Ability to work independently and take initiative in handling responsibilities.
- Strong communication skills to effectively collaborate with other professionals.
- Excellent time management skills to prioritize tasks and meet deadlines, even under stressful conditions.
- The work environment is a healthcare facility that may include exposure to infectious materials, hazardous substances, and odors.

This job description is not intended to be all-inclusive. The employee may perform other related duties as required to meet the ongoing needs of the organization.