

## **Position Description:**

**Mental Health Resource Center**, a comprehensive mental health center and Joint commission accredited organization is seeking a **Case Manager** to join the Adult Florida Community Treatment (FACT) Program in the **Jacksonville** area.

This is an ideal opportunity for an individual who enjoys working in a team atmosphere and is dedicated to providing both behavioral health care and social services to the individuals we serve in the community.

The FACT Program is a multi-disciplinary, clinical team which assumes responsibility for directly providing needed treatment, rehabilitation and support services to adult persons with severe and persistent mental illness promoting recovery, empowerment, self-determination and decision-making for each FACT participant.

Some of the responsibilities of the FACT team include providing clinical and supportive services through advocacy, crisis intervention, assessments, evaluations, treatment planning, case management and medication management. Participants are also provided with community referrals, symptom education, work-related vocational and educational services, social and interpersonal relationship training, and support for the participants' families and care givers.

Most of a FACT team member's day is spent in the community completing many of the above duties. Only about 15% of their time is spent in the office. Company vehicles are available, however members of the FACT team also need to use their personal vehicles to provide services and are eligible for reimbursement for mileage.

The FACT team operates both during and after normal business hours, rotates holiday and weekend responsibilities, and team members rotate carrying an emergency on-call cell phone.

The Mental Health Resource Center manages 8 out of the 32 FACT programs in the state of Florida: Rockledge/Brevard, Tampa, Clearwater, Kissimmee, Winter Haven, Gainesville and two teams in Jacksonville.

### **Some of the responsibilities of the Case Manager position include but are not limited to:**

- Provides treatment, rehabilitation, and support services in accordance with the FACT model, which is based on the Program for Assertive Community Treatment (PACT) manual
- Assures the accuracy, completeness and confidentiality of clinical records
- Conducts mental health status assessments
- Coordinates referrals to community providers and support services
- Provides assistance with activities of daily living, transportation, communication, social and interpersonal relationship skills
- Provides education related to symptoms, medications, and mental health issues
- Serves as primary case manager for an assigned group of individuals and promotes recovery, empowerment, self-determination and decision-making for each FACT participant

### **Position Requirements:**

In order to be considered candidates must have a Bachelor's degree in Human Services or related field.

Previous experience working with adults with severe and persistent mental illness (i.e. schizophrenia, bipolar disorder, borderline personality disorder) is required.

Each member of the FACT team must meet MHRC/RBHS vehicle driver requirements, to include a valid Florida Driver's License, automobile insurance coverage equaling \$200,000 and no more than eight points on their license for any combination of violations.

The FACT Case Manager position requires individual and group interaction with persons who have a serious and persistent mental illness in their home environment, a closed office, hospital, nursing home and/or locked unit.

The FACT Case Manger needs to be able to make sound decisions independently on a daily basis, including but not limited to recognizing emergencies and life threatening situations and responding appropriately.

Strong communication skills are essential and this individual must be able to interact appropriately with internal and external customers, including families, caregivers, community service providers, supervisory staff and other department professionals.

Each FACT team member contributes to the completeness and confidentiality of clinical records by ensuring documentation, paperwork and system entries meet internal and external guidelines for content, accuracy and timeliness.

Working knowledge of Microsoft Office Programs, email, and the use of the Internet is required.

### **Position Details:**

Full Time Shift: Monday through Friday (rotating weekends, on-call, and holidays)

***This full time position offers a comprehensive benefits package.***