

## **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 Team Based Model (TBM) 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 TBM Program is a new specialty care pilot program designed for individuals who are experiencing difficulties in their daily lives as a result of psychiatric instability. Routinely, individuals diagnosed with a serious mental illness experience significant challenges navigating through the multi-layered service delivery system. The program's approach to providing care is recovery focused and promotes member empowerment. The guiding principles include member choice, cultural competence, person-centered planning, rights of members served, collaboration among all practitioners involved in the member's care, and voice.

Some of the responsibilities of the TBM program include providing clinical and supportive services through advocacy, treatment planning, case management and care coordination. 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 TBM staff 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. When company vehicles are unavailable, members of the TBM program may need to use their personal vehicles to provide services and are eligible for reimbursement for mileage.

The TBM program operates 7 days a week with overlapping shifts, operating at minimum of twelve hours per day on weekdays and eight hours each weekend day and holiday. In person contact after hours and on weekends/holidays is only required if members require medication visits from staff, otherwise virtual contact is permissible.

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

Provides treatment, rehabilitation, and support services to individuals served by the TBM program.

- Services provided to individuals served by the TBM Program include, but are not limited to: case management; care coordination; medication oversight and support; psychoeducation regarding mental health challenges and treatment options; assistance and support in addressing health care needs; life skills development; support with furthering education or gaining employment; and working closely with individual' families or other natural supports.
- Provides initial and ongoing assessments and evaluations and completes portions of the comprehensive assessment as assigned.
- Provision of treatment, rehabilitation, and support services as assigned.
- Provides direct services to persons served by the program on an individual, group and family basis.
- Provides service coordination for an assigned group of individuals which includes monitoring process made towards goals and objective and developing, writing, implementing, evaluating and revising the recovery plan in partnership with the individual and other providers.

- Performs shift management responsibilities on a regular basis as assigned.
- Provides crisis intervention as necessary, including evening hours and serves as back up to weekend and holiday staff on duty.
- Participates in providing 24 hour a day on call coverage for the TBM program.
- Assists the individual's external Psychiatrist and Psychiatric Nurse Practitioner in medication management.
- Provides stage-based substance abuse treatment and motivational interviewing through both individual and group meetings.
- Provides vocational/educational counseling and services to assist persons in identifying goals and establishing plans to reach them (i.e. wake up calls, securing clothing, on-the-job support, benefits counseling).
- Provides side-by-side assistance to persons served in all aspects of daily living (i.e., assist with housekeeping, budgeting, grocery shopping, etc.).
- Provides services to increase an individual's social and interpersonal activities (i.e. supportive therapy, trauma informed care, social skills development, side-by-side coaching, planning social/leisure time activities).
- Advocates for individuals served by the program to ensure acquisition of necessary social services to include activities of daily living, including medical, dental, legal, housing, and entitlements and monitors and evaluates the effectiveness of the service and the person's satisfaction.
- Facilitates each person's acquisition of and continuance of housing in the least restrictive environment available.
- Provides regular trainings and updated housing/resource information to TBM staff.
- Acts as a liaison to the landlords of persons served.
- Monitors and documents an individual's progress or lack of progress upon each visit and where necessary, updates or reassesses the recovery plan in order to better assist the person served to accomplish their recovery goals.
- Facilitates case conferences and family conferences, as needed.
- Assesses and develops the individual's natural support system.
- Communicates the needs of the individuals served to the TBM team.
- Assesses and monitors for risk, symptoms of trauma, and indications of abuse, neglect and/or abandonment. Uses appropriate reporting mechanisms.
- Assures the accuracy, completeness and confidentiality of clinical records.
- Maintains administrative records and responsibilities.

### **Position Requirements:**

In order to be considered, a candidate must have Bachelor's degree from an accredited university or college with a major in counseling, social work, psychology, criminal justice or a related Human Services field (a related Human Service field is one in which major course work includes the study of human behavior or development).

Experience working with adults experiencing serious mental illness preferred.

Proficiency in the RBHS/MHRC Electronic Health Records (EHR) and Patient Information System demonstrated within three months of employment.

Proficiency in Microsoft Office, Outlook and use of the Internet required.

Must meet Frequent Drivers requirements, including a valid Florida driver's license, and insurance coverage equal to or exceeding 50,000/100,000/50,000 split limits.

Requires the ability to travel to satellite facilities, community agencies, and to make contact with individuals by performing home visits or community outreach.

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

**Position Details:**

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

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