

## **Position Description:**

**Mental Health Resource Center**, a comprehensive mental health center and Joint Commission accredited organization, is seeking a **Case Manager** to join its Co-Responder Program in the Jacksonville Area.

As a member of the Co-Responder Program, the Case Manager works with individuals in need of services who have been identified by the Mental Health Professional and Jacksonville Sherriff's Office (JSO). The Case Manager will assess the individual's needs and coordinate a plan of care and/or treatment plan. The Case Manager will conduct outreach and help establish aftercare plans for identified individuals in inpatient psychiatric facilities or jail. The Case Manager will facilitate linkage with resources and completion of established care plans.

Some of the responsibilities of the position include but are not limited to:

### **Care Management Services**

- Ensures the delivery of case management services to persons in need of on-going services and supports as identified by the Co-Responder teams.
- Completes initial assessments and provides ongoing assessments to include suicide assessments, substance abuse history, living situation, support system, mental status, history, strengths and barriers, needs and resources, medical status, and medications.
- In conjunction with the individual served, family members, service providers and significant others, develops a care plan and/or treatment plan that utilizes individual strengths and addresses identified needs.
- Completes comprehensive risk assessments and biopsychosocial assessments on eligible participants on the day of their initial screenings.
- Completes face to face contacts to monitor individuals per program requirements (i.e. weekly, monthly, etc.).
- Assesses individuals to determine service needs.
- Coordinates and makes community referrals to services to assist individuals with living in the community in the least restrictive setting.
- Monitors the effectiveness of community services.
- Provides outreach at the jail to assist inmates with developing a plan for care upon release from incarceration.
- Provides follow-up within 24 hours when an individual in the program is being discharged or released from an inpatient facility or jail.
- Conducts suicide risks screenings on referred individuals.
- Completes face to face contacts within three working days of any missed follow-up appointments (i.e., medication management, counseling).
- Coordinates a transition of care plan with the Co-Responder team when individuals are ready to be discharged from the program.

### **Documentation and Reporting:**

- Documents or requests documentation of past medical, psychiatric, substance abuse, and social history for each individual.
- Ensures care plans and/or treatment plans contain all required services and signatures.
- Maintains, current, accurate, and comprehensive information in each record to include all activities, contacts and communications.
- Compiles and submits reports as assigned.

Serves as an advocate, assuring rights as delineated in the State and Federal Regulations.

Assesses and monitors for risk, symptoms of trauma, and indications of abuse, neglect and/or abandonment. Uses appropriate reporting mechanisms.

**Position Requirements:**

In order to be considered, a candidate must have Bachelors degree in Social Work or a related Human Services field from an accredited university or college (a related Human Services field is defined as one in which 30 hours of course work includes the study of human behavior and development) required.

One year of experience working in human services or a mental health related field required.

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 the use of the Internet.

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

**Position Details:**

This position is a Full Time Days position.

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