

## Position Description:

**Mental Health Resource Center** is seeking a Case Manager in Jacksonville. This position will provide services for the MHRC Multidisciplinary Forensic Team (MFT) Program.

The Multidisciplinary Forensic Team (MFT) is a comprehensive approach to divert individuals with severe and persistent mental illness from involvement in the criminal justice system, as well as commitment to Forensic State Hospital Facilities and other residential forensic programs by providing community-based services and supports.

The Case Manager provides needed treatment, rehabilitation, and support services to individuals served by the MFT Program with the goal of diverting these individuals from the criminal justice system or commitment to a Forensic State Mental Health Treatment Facility. Promotes recovery, empowerment, self-determination and decision-making for each MFT participant.

### The essential functions of the MFT Case Manager include, but are not limited to:

- Provides treatment, rehabilitation, and support services in accordance with the Office of Mental Health and Substance Abuse Guidance document for Forensic Multidisciplinary Team (MFT), which is adapted from the Florida for Assertive Community Treatment (FACT) model:
  - Provides initial and ongoing assessments.
  - 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.
  - Maintains close working relationships with the judicial assistants in the circuit, the Office of the Public Defender, the Office of the State Attorney, and the Clerk of the Courts Office.
  - Works with the Forensic department to screen individuals for the MFT program when early notification of orders appointing experts and orders of commitment are received.
  - Assists as a resource person to community case managers, state hospital staff, LSFHS staff, DCF staff and jail/correctional personnel, on an as needed basis in matters involving forensic persons.
  - Completes regular risk assessments and monitors compliance with the conditional release plan to ensure public safety.
  - Prepares written reports for the court, including placement plans, progress reports, violation reports and other correspondence.
  - Provides competency restoration services.
  - Provides service coordination for an assigned group of individuals, which includes monitoring activities on the individual's recovery plan, conditional release plan, and competency restoration services.
  - Participates in scheduling team services.
  - Participates in team organizational meetings.
  - Provides crisis intervention as necessary, including evenings, weekend and holidays hours as assigned.
  - Participates in providing 24 hour a day on call coverage for the MFT program.
  - Assists the psychiatrist/ARNP in medication management and in monitoring individual's medications for effectiveness and side effects.

- Provides stage-based substance abuse treatment and motivational interviewing through both individual and group meetings.
  - 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 contingent upon court requirements.
  - 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 MFT 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.
    - Documents or obtains documentation of past medical, psychiatric and social history for each person served by the program.
    - Maintains current and comprehensive information in each record.
    - Completes clinical records within established time. Ensures records are maintained according to MHRC policies and procedures and in accordance with contractual and licensing requirements.
    - Develops and maintains the individual's recovery plan in coordination with other MFT team members. Ensures recovery plans contain all required services and signatures (including psychiatrists/ARNP). Coordinates recovery plan reviews/addendums, when clinically appropriate.
  - Maintains administrative records and responsibilities.
    - Maintains all records required for the completion of the monthly report(s).
    - Completes monthly report(s) within scheduled time periods.
  - Additional Duties for Case Manager Assigned as the MFT Housing Specialist:
    - Provides regular trainings and updated housing/resource information to MFT staff.
    - Acts as a liaison to the landlords of individuals served by the MFT.
  - Additional Duties for Case Manager Assigned as the Benefits and Resource Specialist:
    - Identifies resources for individuals and educates the other team members regarding the resources.
    - Certified as a SOAR processor and assists with Social Security applications using the SOAR model.
    - Assists individuals with accessing available entitlements.
  - Additional Duties for Case Manager Assigned as the MFT Forensic Specialist:
    - Educates team members about the forensic system.
    - Creates and manages a tracking system for Court reports.
    - Ensures the team completes and submits all required Court Reports.

- Additional Duties for Case Manager who is a certified Peer Recovery Specialist:  
Provides peer counseling, support, coaching and mentoring to promote hope and empowerment.
  - Provides and facilitates peer support, such as Wellness Recovery Action Planning (WRAP).
  - Assists individuals to recognize their own strengths and identify internal and external resources.
  - Helps individuals increase their support network by making new friends and beginning to build a social networks.
  - Provides expertise, from a mental health consumer's perspective, to the individual served and service providers.

**Position Requirements:**

In order to be considered, candidates must have a Bachelor's 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.

Previous experience working with individuals with severe and persistent mental illness required.

Each member of the MFT 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 Case Manager Must exercise discretion and judgment by making sound decisions independently on a daily basis. This includes, but is not limited to, recognizing life threatening situations, safety risks, abuse, neglect, or other emergencies and responding appropriately.

Must demonstrate proficiency in the MHRC Electronic Health Records (EHR) and Patient Information System demonstrated within three months of employment.

Proficiency of Microsoft Office Programs 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, including patients, families, caregivers, community service providers, supervisory staff and other department professionals.

Each employee 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.

**Position Details:**

This is a Full Time Days position: Monday through Friday, 8:00am to 4:30pm (rotating weekends, on-call, and holidays)

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