

SPECIAL SERVICE FOR GROUPS

Title: Case Manager	Division: APCTC
FLSA: Non-Exempt	Supervisor: Program Manager/Program Coordinator
Rate: DOE	

▪ Summary

Under the direction of the Program Coordinator/Supervisor, the FSP Child and TAY Case Manager has primary clinical responsibilities in providing intensive case management services and coordinating overall mental health care for seriously emotional disturbed children/youth or chronically and severely mentally ill clients identified by the Los Angeles County Department of Mental Health.

Essential Functions

Under direct supervision of Clinical Supervisor, the Case Manager

- Provides linkage service to clients to access medical, educational, social, prevocational, rehabilitative, or other community services.
- Provides cultural assistance for clients to receive needed mental health services.
- Responsible in monitoring service delivery to ensure clients' access to service and progress.
- Provides supportive assistance to clients in assessment, determination of needs and securing of adequate and appropriate living arrangement.
- Assists with crisis assessment and intervention.
- Depending on program assignment, may provide 24-hour psychiatric emergency coverage for clients, and collaborates with hospitals, family members, law enforcement agencies and significant others.
- Develops and maintains continuity of the client's care and cost effective delivery of services; Coordinates with local agencies and community resources to maximize effectiveness of services.
- Performs 'Officer of the Day' duties including screening incoming clinical calls and walk-in clients; making eligibility assessment for mental health services; and providing appropriate referrals.
- Maintains required documentations including Progress Notes, Client Care/Coordination Plan, Annual Update, and other clinical forms in a timely manner.
- Maintains an average of 70% productivity over 12-months.
- Submits a daily service log to IS Department on a daily basis.
- Participates in the inter-disciplinary clinical team of the Center in the development of individual treatment and discharge plans for clients.
- Participates in in-house training in order to enhance knowledge and skills of mental health services.
- Overtime, holiday or weekend work may be required.

▪ Secondary Functions

- May coordinate and perform special activities for clients.
- May serve as part of Ad Hoc Committee.
- Provides other duties requested by the Program Manager/Coordinator

▪ Minimum Qualifications - Knowledge, Skills and Abilities Required

- A Bachelor's degree in Social Work, Psychology or other related field from an accredited university preferred. Proof must be submitted. Work experience in mental health field may substitute educational requirement.
- Familiarity of DSM V diagnoses
- Clinical documentation skills
- Computer Literacy – ability to use MS Office, Outlook and Adobe Acrobat programs
- Proficiency in either Korean or Spanish language
- Knowledge and ability to work with multi-ethnic populations.
- Ability to function as a member of an inter-disciplinary team.
- Must have a valid California driver license, car insurance and reliable transportation. Proof must be submitted.
- Eligibility of Employment. Proof must be submitted.
- Background check
- Regular attendance required.

- Non-Essential Qualifications (optional) - Knowledge, Skills and Abilities

- Supervisory Responsibilities
None

- Environmental Conditions (Working Conditions)
The environment conditions include an office environment as well as field environment such as clients' homes, schools, hospitals, IMD, County jails, courts, streets or various community locations. There may be potential exposure to aggressive clients or other risky or potentially dangerous situations.

- Physical Requirements
Physical requirements include at least 60 to 90 minutes sustained sitting and listening, at least 60 minutes of writing medical charts, and customary talking, walking and carrying.

Frequent driving and providing transportation for clients and families are required on a daily basis. Staff will use non-violent crisis intervention skills to intervene clients' hostile behavior or any other crisis situation.

- Mental Requirements
Staff is required to process information, think, conceptualize and develop effective treatment plan and deliver appropriate mental health service.

Staff must be able to accommodate to distractions and interruptions due emergency situations, uncontrollable changes in work schedules and clients appointments, and exposure to inappropriate behavior and languages of others.
