

## SPECIAL SERVICE FOR GROUPS

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<b>Title:</b> Case Manager Children Outreach and Triage Team (COTT)	<b>Division:</b> APCTC
<b>FLSA:</b> Non-Exempt	<b>Supervisor:</b> Program Coordinator/Supervisor
<b>Rate:</b> DOE	<b>Revised:</b> February 22, 2020

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▪ Summary

Under the direction of the Program Coordinator/Supervisor, the COTT Case Manager has primary clinical responsibilities in providing intensive case management services and coordinating overall mental health care for seriously emotionally 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 COTT 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.
- Provides psychiatric emergency coverage for clients, and collaborates with PMRT, hospitals, family members, law enforcement agencies and significant others during assigned shift hours between 7 am to 7 pm.
- 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 documentation including Initial Assessments, Progress Notes, Client Treatment Plan, Annual Update, and other clinical and treatment outcomes forms in a timely manner.
- Maintains an average of 70% productivity over 12 months.
- 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 and DMH training to acquire program knowledge and required skills of OTT services.
- Overtime work may be required.
- Regular attendance 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

- Bachelor's degree in Social Work, Psychology or other related field from an accredited university preferred. 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, Adobe programs, Electronic Medical Record Software and any other relevant computer programs that are necessary to fulfill the required job duties.
- Proficiency in Spanish or one of Asian languages including Cambodian, Chinese, Japanese, Korean, Laotian, Phillipino, Thai or Vietnamese.
- 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 120 minutes of sustained writing or typing electronic medical records, and customary talking, walking and carrying.

This position requires frequent driving of personal vehicle or agency vehicle to provide mental health service to clients in the community. Staff may transport clients and their families using the agency vehicle when necessary.

- 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.

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I have been given a copy of this Job Description. I understand that I may be asked to perform duties not listed on the description and that management may change this position description at anytime, according to Agency needs.

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Employee's Name

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Employee' Signature

\_\_\_\_\_  
Date