

## **BEHAVIORAL HEALTH CASE MANAGEMENT SPECIALIST II**

### **DEFINITION**

Under direct clinical supervision of a licensed professional, provides case management services to individuals suffering from a mental illness, a comorbid substance use disorder, or children with complex needs and a varied range of problems, in various program settings; and performs related duties as required.

### **DISTINGUISHING CHARACTERISTICS**

This is the mid-level of the Behavioral Health Specialist series. It is distinguished from the Behavioral Health Specialist I classification in that incumbents have advanced work experience in a County Health and Human Services Department and/or education beyond that required of Behavioral Health Specialist I. Incumbents provide a range of services such as treatment plan adherence, evaluation, plan development, emergency intervention, placement services, assistance in daily living, access to health services, and client health and wellness advocacy.

### **REPORTS TO**

Behavioral Health Unit Supervisor.

### **CLASSIFICATIONS DIRECTLY SUPERVISED**

None.

## **BEHAVIORAL HEALTH CASE MANAGEMENT SPECIALIST II – 2**

### **EXAMPLES OF DUTIES**

- Interviews clients, families and significant others to evaluate clients' strengths, needs, and resources.
- Conducts assessments to determine the level of social impairment due to physical and mental health problems, self-care potential, support network availability, adequacy of living arrangements, financial status, employment status, and potential training needs.
- Negotiates treatment objectives with the client or his/her legally authorized representative.
- Develops a written, comprehensive, individual service plan (ISP), which specifies the treatment, service activities, and assistance needed to accomplish negotiated objectives.
- Interviews the clients and others at the onset of a crisis to provide support and assistance in problem resolution, and to coordinate or arrange for the provision of other needed services.
- Assesses the adequacy and appropriateness of client living arrangements, and assists in securing alternative living arrangements when needed.
- Assists the client on a regular basis in developing or maintaining the skills needed to achieve the goals of the client's service plan, including the use of psychiatric, medical, and dental services, guidance in money management, and the use of educational, socialization, rehabilitation and other social services.
- Identifies, assesses and mobilizes resources to meet client's needs, including advocating and intervening for the client with social security, welfare and health departments, the justice system, etc.
- Participates in diagnostic and evaluative staff conferences for cooperative planning and treatment; consults with professional staff regarding specific clients.
- Attends appropriate staff and in-service meetings and training sessions.
- Prepares and maintains accurate reports and client case records.
- Provides personal assistance for clients in securing and maintaining housing, food, and clothing.
- Assists clients with the development of independent living skills.
- Performs services/referrals, focusing on finding appropriate alternatives to acute inpatient hospital care.
- Facilitates social skill development and socialization activities as determined by client needs, interest, and abilities.
- Develops prevocational and vocational service referrals to a variety of employment programs.
- Develops and evaluates therapeutic social and recreational activities for clients.
- Works with community service and other government agencies.
- Participates in planning, development, and evaluation sessions for clients.
- Travels extensively in the performance of services.
- May develop and conduct educational groups.
- Provides client transportation to and from program activities.

## **BEHAVIORAL HEALTH CASE MANAGEMENT SPECIALIST II – 3**

### **EXAMPLES OF DUTIES - CONTINUED**

- Performs a variety of support assignments.
- Participates in Quality Assurance (QA); Quality Improvement (QI); and Utilization Review (UR).
- Under the supervision of a licensed clinician, participates or assists with the following activities:
  - Intakes and Assessments
  - Treatment Planning
  - Chart Updates

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 pounds; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

### **TYPICAL WORKING CONDITIONS**

Work is usually performed in an office environment; some work is performed outside; extensive local travel; some exposure to communicable diseases; continuous contact with staff and the public.

### **DESIRABLE QUALIFICATIONS**

#### **Knowledge of:**

- Principles and techniques of case management interventions.
- Psychological and sociological aspects and characteristics of mentally and emotionally disturbed individuals.
- The needs, problems and attitudes of mentally or emotionally disturbed individuals; community resources and available rehabilitative services relevant to the needs of the client.
- Client's legal rights.
- Basic knowledge of principles, procedures, techniques, and trends of providing therapeutic and counseling services for behavioral health clients.
- Guidelines, procedures, laws, regulations, and requirements for securing basic support services for clients.
- Social aspects and characteristics of mental and emotional disturbances and substance use disorders.

## **BEHAVIORAL HEALTH CASE MANAGEMENT SPECIALIST II – 4**

### **Knowledge of - continued**

- Various activities useful in the treatment and rehabilitation of behavioral health clients.
- Recreational activities.
- Scope and availability of community resources and services, including other health and social service agencies.
- Computer Skills

### **Ability to:**

- Develop and maintain the confidence and cooperation of mentally and emotionally disturbed clients, their families and other significant care providers
- Analyze situations accurately, make decisions and take effective action
- Speak and write in a clear and accurate manner
- Work with socially or economically disadvantaged individuals.
- Coordinates or perform a variety of behavioral health client facilitation and support services.
- Organize and coordinate activities with minimal supervision.
- Assist with the development and implementation of treatment plans.
- Maintain the confidentiality of client information.
- Prepare clear, relevant and accurate reports.
- Communicate effectively, both orally and in writing.
- Effectively represent the Behavioral Department in contacts with clients and the public.
- Establish and maintain effective working relationships with staff, other agencies, and the public.
- Maintain electronic health records.

## **BEHAVIORAL HEALTH CASE MANAGEMENT SPECIALIST II – 5**

### **TRAINING AND EXPERIENCE**

Qualifications needed for this position:

Four (4) years of experience with providing or coordinating direct patient or client contact work in a mental health, alcohol and drug, medical, or human services setting, at least two (2) of which were at the level of Behavioral Health Case Management Specialist I;

OR

Associate's Degree or equivalent coursework in Social Work, Social Sciences, Psychology, Human Development or related field plus two (2) years of experience with providing or coordinating direct patient or client contact work in a mental health, alcohol and drug, medical, or human services setting;

OR

Bachelor's degree in Social Work, Social Sciences, Psychology, Human Development or related field.

### **SPECIAL REQUIREMENTS**

Must possess a valid driver's license at time of application and a valid California Drive's License by the time of appointment. The valid California License must be maintained throughout employment.

All County of Plumas employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.