

## **COMMUNITY CARE CASE MANAGER**

### **DEFINITION**

Under general supervision, Plan, coordinate and monitor delivery of services to clients; to facilitate social skills development and socialization; to conduct planned therapeutic activities; to provide personal assistance for clients in securing housing, food, clothing, and basic services; to provide educational groups as needed; to monitor coordination of client services with other agencies and staff; and to do related work as required.

### **DISTINGUISHING CHARACTERISTICS**

This is a specialized class responsible for coordination and monitoring the provision of a variety of basic counseling, therapeutic activities, and support services for clients. Assignments will differ depending on the department assigned.

### **REPORTS TO**

A wide variety of County management positions depending on the Department or program area of assignment.

### **CLASSIFICATIONS DIRECTLY SUPERVISED**

None.

## **COMMUNITY CARE CASE MANAGER - 2**

### **EXAMPLES OF DUTIES**

- Works with professional staff and others to facilitate client socialization and securing of basic needs.
- Provides personal assistance for clients in securing and maintaining housing, food, and clothing.
- Assists clients with the development of independent living skills.
- Provides assistance in securing and maintaining income and health benefits.
- Provides money management assistance.
- Performs crisis management 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 clients.
- Interviews clients and makes appropriate referrals to programs, outside agencies, and specialized services.
- Works with community service and other government agencies.
- Participates in planning, development, and evaluation sessions for clients.
- May have responsibility for development and implementation of a specific therapeutic activity.
- Travels extensively in the performance of services.
- May develop and conduct educational groups.
- Provides client transportation to and from program activities.
- Performs a variety of support assignments.

### **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; some exposure to communicable diseases; continuous contact with staff and the public.

## **COMMUNITY CARE CASE MANAGER - 3**

### **KNOWLEDGE OF**

- Basic knowledge of principles, procedures, techniques, and trends of providing therapeutic and counseling services for mental health or alcohol and drug clients.
- Guidelines, procedures, laws, regulations, and requirements for securing basic life services for clients.
- Social aspects and characteristics of mental and emotional disturbances.
- Various activities useful in the treatment and rehabilitation of mental health or alcohol and drug clients.
- Recreational activities.
- Scope and availability of community resources and services, including other mental health and social service agencies.

### **ABILITY TO**

- Coordinates or performs a variety of mental health or alcohol and drug client facilitation and support services.
- Develop and maintain the confidence and cooperation of mental health or alcohol and drug clients and their families.
- 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 Department in contacts with clients and the public.
- Establish and maintain effective working relationships with staff, other agencies, and the public.

## **COMMUNITY CARE CASE MANAGER - 4**

### **TRAINING AND EXPERIENCE**

Any combination of training and experience, which would likely provide the required knowledge and abilities, is qualifying. A typical way to obtain the required knowledge and abilities would be:

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.

Completion of substantial advanced educational training in Behavioral or Social Sciences is highly desirable. A four-year college degree is preferred.

### **SPECIAL REQUIREMENTS**

Must possess a valid drivers license at time of application and a valid California Drivers License by the time of appointment. The valid California License must be maintained throughout employment.