



## **Adult Intensive Case Manager**

20 hours per week, \$13.00 per hour

### **Role**

*To provide intensive case management services through the implementation of individual treatment plans, case coordination and advocacy.*

### **Job Duties**

- Meet weekly for one-on-one case management with clients.
- Advocate for clients and work to help client set and reach her goals.
- Open and maintain Individual Client Files, including discharge.
- Communicates with client's treatment team to do case coordination and to participate in treatment planning.
- Make referrals to other appropriate services such as mental health services, parenting programs, education programs and housing programs.
- Attend and act as an advocate for clients at appointments. When necessary transport clients to these appointments.
- Contact advocacy organizations on behalf of the client if it is believed Mountain Home is unresponsive to the needs of the client.
- Act as a client's advocate at involuntary commitment proceedings.
- Adult Intensive Case Management Services are largely provided throughout the community rather than in an office or a facility. More than 50% of a case manager's in person contacts with clients should be outside of the MHC's facility.
- Promote open and effective communication (within and outside the agency) by following proper chain of command. This includes the obligation to provide feedback and important information to appropriate staff, properly reporting to supervisory staff, and refraining from sharing job-related information with individuals whose jobs do not require the information.
- Maintain progress notes for each client, updated at least every 30 days.
- Provide monthly and final reports to placing agencies when necessary.
- Document services provided on appropriate paperwork.
- Log information as needed, answer phone calls and greet visitors, log phone calls and utilize other written forms of communication.
- Provide presentations to community groups and agencies when appropriate.
- Provide direct care to clients when necessary.
- Perform additional duties as assigned.

### **Experience and Qualifications**

***Minimum Qualifications***

- Have a minimum of a bachelor's degree in human services or one year equivalent experience.
- Two strong and relevant professional references, only one of which may be from a corporation employee or Board member.
- Successfully pass criminal background check and tuberculin skin test.
- Possess and maintain valid certification in First Aid and Cardio-Pulmonary Resuscitation (for infants and children). May be completed within the first two months of employment.
- Ability to remain calm in crisis situations.
- Ability to work without direct supervision on shift.

***Preferred Qualifications***

- Two or more years related experience in providing quality direct service to young people and children, including experience working with children or youth with special needs
- Experience using a client database.
- Knowledge of social services in the Missoula Community.
- Experience with documentation and billing for services.

**Supervision**

- Under the supervision of the Licensed Mental Health Professional