Position Title: Behavioral Health Case Manager

Updated: September 2019

Reports to: Behavioral Health Services Manager;

Essential Duties and Responsibilities:

Crisis Program Coordination:

- Provide follow-up and linkage to services for consumers who access crisis services through Dunn County DHS Behavioral Health crisis programming.
- Identify individuals at highest risk of crisis as early as possible and provide intervention services and linkages.
- Serve as a liaison between crisis services, law enforcement, DHS, hospital staff and other community stakeholders to continually improve crisis services.
- Coordinate follow up services with community providers.
- Develop crisis plans and alert forms for consumers at high risk of need for crisis intervention.
- Provide and maintain data for crisis services.
- Coordinate meetings with mobile crisis workers.

Behavioral Health Case Management:

- Attend Chapter 51 hearings and provide recommendations and testimony regarding treatment and placement.
- Serve as a liaison between law enforcement, Corporation Counsel, inpatient and outpatient placement providers, crisis services and BHS clinic staff in assessment and treatment planning for consumers involved in emergency detention and Chapter 51 actions.
- Design interventions which divert consumers out of formal interventions and into voluntary referral/services whenever safe and possible.
- Monitor consumer compliance with settlement agreements and commitment orders.
- Provide behavioral health assessment, treatment planning and service coordination for Dunn County consumers with a variety of mental health diagnoses.
- Coordinate with consumers, families and treatment providers to facilitate progress toward least restrictive treatment and placement.
- Facilitate access of families or other interested associates of mental health consumers to court action via Three Party petitions.
- Facilitate the court process for Three Party petitions.
- Provide outreach, screening and intervention of individuals and families referred to Dunn County Behavioral Health for services.
- Perform functional screening for publicly funded mental health services.
• Provide case management services for consumers or other publicly funded programming for mental health consumers.
• Provide in-home interventions to families experiencing significant difficulty/disruption in family functioning

Other General Responsibilities:

• Perform access/ intake duties; including outreach, screening and crisis assessments; response plans, coordination of care, case management related, and staff cases to ensure client safety. Design interventions which divert consumers out of formal interventions and into voluntary referral/services whenever safe and possible.
• Attend staff trainings and meetings as requested/required.
• Provide referrals and information to families and individuals to aid in integrating into the community and addressing service needs.
• Complete accurate, timely record keeping including case notes, assessments, treatment plans, crisis plan, court recommendations, crisis services and emergency detention data, and targeted case management claiming.

Essential Knowledge, Skills and Abilities:

• Knowledge of principals, practices, methods and methodologies used for the treatment of consumers with emotional/mental health disorders.
• Knowledge of psychosocial assessments, evaluations and diagnostic techniques and tools, procedures and methods.
• Knowledge of community collaboration.
• Knowledge of statutes, laws, and regulations pertaining to the areas of responsibility.
• Knowledge of record keeping requirements pertaining to program responsibilities.
• Knowledge of policies and laws related to confidentiality.

Skills:

• Proficiency in oral and written communication.
• Ability to develop effective outcomes for treatment planning.
• Ability to support and effectively communicate reasons for selection of assessment outcomes, intervention choices, technique implemented, and decisions reached and be transparent in decision making to family and other team members.
• Ability to establish and maintain engaged and effective working relationships with families, consumers, managers, other professionals, and other agency personnel.

Qualifications:
• Prefer master's degree in a behavioral health discipline (LCSW, LMFT, or LPC) and licensure or willingness and ability to obtain licensure in defined clinical practice OR
• Bachelor’s degree in social work or a related discipline and interest and/or experience in behavioral health.
• Valid Wisconsin Driver's license and reliable transportation

BHS Case Manager  9.27.19