Position Title: Community Support Program Case Manager

Date: September 2011
Updated September 2019

Reports to: Behavioral Health Services Manager; CSP Clinical Coordinator

Purpose of Position:
To provide effective and easily accessible treatment, rehabilitation and support services to chronically mentally ill persons living and working in the community.

Essential Duties and Responsibilities

1. Assist Clinical Coordinator in screening referrals to determine appropriateness for Community Support Program services.

2. Provide comprehensive assessment of consumer needs.

3. Performs functional screening for publicly funded mental health services.

4. Develop and record a treatment plan based on the client needs assessment and evaluate and revise plan as needed.

5. Design interventions which divert consumers out of formal interventions and into voluntary referral/services whenever safe and possible.

6. Implement the objectives of the treatment plan and provide ongoing monitoring of the client’s progress toward the objectives contained in the plan.

7. Monitor consumer symptom status to determine the need for additional services or changes in the treatment plan.

8. Provide or arrange for specialized services appropriate to the client's needs; assist clients in utilizing community resources to meet identified need. Services may be employment related, crisis intervention, symptom management, assistance with and supervision of activities of daily living or other support services.

9. Coordinate with other CSP staff, formal and informal supports and treatment providers in the provision of treatment services and supports.

10. Advocate on behalf of CSP consumers for needed benefits and services.

11. Coordinate efforts to meet the support, consultative, informational and educational needs of a CPS consumer's family and others in support system.

12. Maintain treatment record that is sufficiently detailed to enable a person not familiar with the CSP to identify the types of services and supports which a consumer has received.
13. Participate in training and professional development as requested.

14. 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.

15. Perform other duties as assigned.

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 community resources.
- 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:

- A bachelor's degree in a behavioral science or related field and 1000 hours of supervised post-degree clinical experience with chronically mentally ill persons OR a bachelor's degree in a field other than behavioral sciences with 2000 hours of supervised post-degree clinical experience with persons with chronic mental illness.
- A valid Wisconsin drivers license and reliable transportation.

CSP Job Description 9-27-19