

Berks Counseling Center – Job Description

Position Title:	CASE MANAGER	Classification:	E2
Department:	CASE MANAGEMENT, HOUSING or ACT	FLSA Status:	EXEMPT
Accountability:	CASE MANAGEMENT SUPERVISOR, HOUSING & VOCATIONAL SERVICES DIRECTOR or ACT TEAM LEADER	Status:	FULL-TIME
Primary Location:	BCC	Creation/Revision Date: AUG 2017/NOV 2020	
Position Has Direct Contact with Children:	YES	Position Has Driving Requirements: YES	
Remote Work Eligibility:	PARTIAL ELIGIBILITY (CASE MANAGEMENT & HOUSING); NOT ELIGIBLE (ACT)		

General Summary

Accomplishes clients' care by assessing treatment needs; developing, monitoring, and evaluating treatment plans and progress; and facilitating interdisciplinary approaches. This position provides intensive case management to individuals with co-occurring disorders. The Case Manager will complete an assessment of the individual's strengths and needs to work with the individual to complete an individualized strength based service plan to guide them in overcoming barriers to recovery and towards independence and stability. The Case Manager must be able to work with an integrated team to collaborate with behavioral health and medical departments to meet the needs of the individual and identify appropriate resources in the community to facilitate the individual's recovery.

Minimum Qualifications

Bachelor's degree in the social services or related field required. Experience working with individuals with co-occurring disorders preferred. Bilingual: English/Spanish preferred. Valid PA Driver's License and the ability to drive, travel and provide community-oriented services required. Knowledge of 12 Step Program and Community Resources a plus. A willingness to work with integrated team members required. Knowledge of or experience with trauma-informed approaches preferred.

To perform this position successfully, an individual must be able to perform each essential function satisfactorily. The requirements are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made.

Knowledge, Skills, and Abilities

- Knowledge of BCC services, policies and procedures
- Knowledge and belief in the principles of recovery and willingness to implement recovery driven supports.
- Knowledge of substance abuse, mental health and co-occurring disorders and the impact on the individual, family and the community.
- Knowledge and a belief in the principles of integrated care and a willingness and ability to assist clients in identifying and meeting health and wellness goals.
- Knowledge of motivation enhancement, intervention and engagement techniques.
- Knowledge of community services information and resources.
- Knowledge and understanding of trauma and how it impacts others.
- Skill in active listening and collaborative communication.
- Skill in supporting the health care and wellness needs of individuals with co-occurring disorders.
- Skill in organization and adaptability.
- Skill in written and oral communication.
- Skill in coordinating and providing education and community based supports services.
- Skill in using Microsoft Office and Microsoft Outlook and learn new software programs that support project efforts
- Ability to work as a team player, to be able to express self and communicate information and ideas effectively so that others will understand.
- Ability to facilitate parenting education groups, using evidence based models.
- Ability to visit individuals while hospitalized to ensure continuance of integrated care.
- Ability to maintain, at a minimum, 65% direct services hours weekly.

- Ability to work a flexible schedule, including evenings and weekends as needed.
- Ability to complete case management documentation in a timely manner and in full compliance with organizational standards and project standards.
- Ability to encourage, support and assist clients in meeting support plan goals.
- Ability to serve as an advocate to help clients overcome barriers and obstacles.
- Ability to engage in honest, transparent and respectful interactions with others.
- Ability to act with integrity and work from a place of empathy and compassion.

Essential Job Functions

1. Complete a comprehensive assessment of clients’ skills, strengths, and needs in order to effectively determine clients who may benefit from case management services.
2. Complete intakes on new clients when needed and initiate all pertinent paperwork, including a review of client’s rights and consent forms.
3. Work cooperatively with clients to develop a unique service plan based on each client’s skills, strengths, and needs.
4. Encourage, support and assist clients in meeting support plan goals.
5. Assist clients in locating resources and provide referral to those resources.
6. Assist clients in overcoming barriers to follow through with services such as needs for childcare or transportation.
7. Serve as an advocate to help clients overcome barriers and obstacles.
8. Utilize role playing and other skills building techniques as appropriate to maximize client progress.
9. Maintain individual case records on clients receiving services.
10. Complete follow up monitoring of clients after completion of services.
11. Communicate special needs of clients to their primary counselor.
12. Work cooperatively with treatment staff and other community services organizations.
13. Prepare all reports and documentation as required.
14. Perform other related tasks as directed.
15. Assist with organizing and staffing child care support (not applicable to Housing Case Managers).
16. Maintain updated information on community services and resources.
17. Assist individuals with transition from inpatient facility, including hospital stay and/or rehab facility to coordinate continuance with outpatient services.
18. Develop an understanding of trauma and how it impacts others.
19. Incorporate trauma informed practices into job duties and responsibilities, including interactions and communications with others.
20. Be an active member of BCC’s culture of caring through positive and engaging social interactions.
21. Perform all other related duties and responsibilities as assigned.

Physical Requirements

- SEEING: Must be able to see well enough to read reports and use computer.
- HEARING: Must be able to hear well enough to communicate to clients, vendors and coworkers.
- MOBILITY: Must have mobility to move about the agency. Must have mobility to move about the community.
- LIFTING/PULLING/PUSHING: Must be able to lift up to 25 pounds.
- OTHER: Must be able to write, type and use technology.

Note: The statements herein are intended to describe the general nature and level of work being performed, but are not to be seen as a complete list of responsibilities, duties, and skills required of personnel so classified. Also, they do not establish a contract for employment and are subject to change at the discretion of Berks Counseling Center. Berks Counseling Center is an equal opportunity employer.

CASE MANAGER – Signature / Date

DEPARTMENT SUPERVISOR – Signature / Date

PRINTED NAME

PRINTED NAME