



Position Title: Case Manager

Status: Full-time

Supervisor/Accountability: Reports to Behavioral Medicine Assistant Director

Travel: Up to 80% travel in the Mingo County, WV and Pike County, KY within 50 miles of the office

POSITION SUMMARY: As part of a behavioral health team, the Case Manager will be responsible for assessing patient needs, implementing and reviewing care plans, and linking patients to resources within the community based on identified needs. The Case Manager is responsible for assisting patients in identifying, maximizing, and relating their strengths to appropriate social, educational (academic and vocational), and occupational goals. The Case Manager is also responsible for providing referrals within and outside the treatment center as well as coordinating care with referral sources. The Case Manager may be a part of mobile teams reaching patients outside of a clinical setting and may also include after hours crisis care services.

MAJOR DUTIES AND RESPONSIBILITIES:

- Collect available social, educational, economic, and vocational information to serve patients.
- Implement or revise patient treatment plans with the patient and record a review of progress.
- Support patient screening to ensure all people are adequately and appropriately served according to their individual needs and in accordance with policies and procedures.
- Maintain patient records that are complete, comprehensive, and well organized.
- Make appropriate referrals and perform necessary follow-up.
- Attend weekly treatment team meetings prepared to both lead the discussion where appropriate and to discuss his/her assigned individual patient caseload.
- Provide, monitor, and document follow-up calls/contact to all discharging patients.
- Provide crisis intervention/support services to patients assigned to other counselors when their primary counselor is unavailable.
- Coordinate care with primary care and specialty providers and with social service agencies.
- Maintains communication with treatment teams regarding medication compliance, side effects of medication, and medication changes and alerts these members of the staff of any changes in patient adjustment which might suggest decompensation and/or a need for a different intervention.
- Other duties as assigned.

Qualifications

- Bachelor's Degree (preferred)
- 2 years of behavioral health experience (preferred)

Skills/Knowledge

- Connections within the community to resources to address social determinants of health.
- Strong customer service and interpersonal communication skills.
- Ability to work independently and with dynamic teams.
- Ability to make decisions and use proper judgment with confidential and sensitive issues.