



JOB DESCRIPTION

TITLE:	Clinical Case Manager
CLASSIFICATION:	Exempt/Full Time/40 hours per week
IMMEDIATE SUPERVISOR:	Program Manager
PROGRAM/DEPARTMENT:	Outpatient/Integrated Service Center

SUMMARY OF POSITION RESPONSIBILITIES:

Oversight by the Mental Health Director and under the supervision of the Program Manager and Clinical Supervisor, the Clinical Case Manager will provide a variety of mental health/substance abuse related consultation, clinical case management, and outpatient therapeutic services to Westside Outpatient clients. The therapeutic services to be provided include individual and group psychotherapy and substance abuse treatment.

GENERAL DUTIES:

1. Provide clinical assessment, intake and Clinical Case Management Services to outpatient clients.
2. Provide appropriate treatment services to clients, including crisis intervention, individual and group services.
3. Carry out program goals as outlined by the Mental Health Director and Westside Administration.
4. Comply with the established plan of utilization and peer review (i.e. Plan of Care; PURCQ).
5. Document the client's progress in the program through progress notes, weekly/quarterly reports, and other reports as requested. Prepare and maintain required paperwork in a timely manner; capture all billing opportunities.
6. Provide case management, liaison, and advocacy services to clients.
7. Coordinate the care of clients through collaboration with the individuals/systems involved with the client and Westside Clinical Case Managers.
8. Serve as an active member of the clinical team meetings; receive clinical supervision; case conference consultation.

9. Participate in professional development training throughout the year. Receive required crisis intervention and de-escalation training. Participate in safety training.
10. Evaluate crisis situations; de-escalate crises, including arranging for hospitalization or other appropriate services.
11. Commit to the provision of culturally competent services.
12. Follow established company policies and those outlined in the employee handbook;
13. Special projects and other responsibilities as may be determined.

KNOWLEDGE ABILITIES and SKILLS:

1. Master's degree in Psychology, Social Work, Counseling, or other related social/behavioral science required.
2. Must have considerable experience with African American clients and underserved populations, preference for bilingual or multilingual.
3. Must be highly familiar with the Western Addition and/or SE SF. Ensure compliance of all work related activities in a fair, ethical, and consistent manner;
4. Must have the capability to provide a variety of mental health/substance abuse treatment and techniques dealing with adults.
5. Demonstrated initiative and ability to follow-through on work assignments.
6. Ability to prioritize work and balance the needs of multiple projects simultaneously.
7. Flexibility to change responsibilities as the needs of the program change and able to work in stressful conditions.
8. Detail oriented, an organized thinker and must possess strong problem solving skills.
9. Must be able to maintain confidentiality of sensitive information.
10. Strong written and oral communication skills; excellent interpersonal communications skills.
11. Demonstrated Commitment to the Agency mission.
12. Must be able to work within a multi-disciplinary team, in a multi-cultural/multi-ethnic environment.
13. Must be registered with the Board of Behavioral Sciences.

LICENSES/CERTIFICATION:

- Clinically licensed **or** license eligible and able to register with professional licensing board in California.
- Able to provide 'Mental Health Services' that require licensure under California Department of Health Services guidelines.

OTHER REQUIREMENTS:

As a Westside team member you represent Westside Community Services. Other desired characteristics include being sensitive to the needs and committed to the cultural relevancy of services. Two (2) years post M.A. clinical experience in mental health/substance abuse services and experience in working with at-risk populations preferred.

PHYSICAL and VISUAL ACTIVITIES:

Mild to medium to heavy work requiring prolonged or repeated standing, walking, climbing, stooping, kneeling, crouching, lifting, carrying to a maximum of up to 50 lbs. Physical and visual activities that is commonly associated with the performance of the essential functions of this job. "Commonly associated" is not intended to mean always or only. There may be different experiences that suggest other ways or circumstances where reasonable changes or accommodations are appropriate.

Westside Community Services Is A Proud Affirmative Action & Equal Opportunity Employer. People of Color and/or Bilingual are Encourage to Apply.