

**ALTA CARE GROUP**

**Job Duties and Requisite Work Skills**

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<b>T.O. Position Number:</b> <b>F.T.E.:</b> <b>Division:</b> Behavioral Healthcare <b>Position Series/Service Area:</b> Line Staff/Client Care  <b>Position Category:</b> Case Management <b>Job Description Effective Date:</b>	<b>Worker Name:</b> <b>Credentials:</b> <b>FSLA Exempt Status:</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <b>Working Title:</b> Therapeutic Behavioral Support Case Manager <b>Effective Date:</b>
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**Clinical Supervisor:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Administrative Supervisor:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Worker Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

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**GENERAL RESPONSIBILITIES**

Delivery of Therapeutic Behavioral Support Case Management services to Alta Behavioral Healthcare clients according to Alta practices and procedures.

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**SPECIFIC ESSENTIAL FUNCTIONS OF THE JOB**

<b>Code 1-99</b>	<b>Major Area</b>	<b>Letter A-Z</b>	<b>Specific Responsibilities</b>
1.	TBS Case Manager	A.	<p>Provision of high-level TBS Case Management services to Alta client to foster recovery, build independence, and change destinies for individuals, families, and businesses in our community. Delivery of this service may require varying caseload restrictions based upon the complexity of and/or seriousness of the client's emotional disorder, as well as environmental circumstances. Such services shall include:</p> <ol style="list-style-type: none"><li>1. Assessment of Impairment<ol style="list-style-type: none"><li>a. Screen referred clients as to appropriateness for Care Coordination</li><li>b. Determine nature and level of social, developmental, and other impairments of identified child through:<ol style="list-style-type: none"><li>1. observation in school, home, and other settings</li><li>2. conducting of formal and informal assessments.</li><li>3. determine nature and needs of child and family for social, mental health, welfare, and other interventions through methods including, but not limited to:<ol style="list-style-type: none"><li>a. conducting home visits and family interviews.</li><li>b. collecting and reviewing previous care records.</li><li>c. consultation with other service providers.</li></ol></li></ol></li><li>4. Coordination of necessary evaluations and assessments by Mental Health and other professionals</li><li>5. Consultation with Primary Care Physician (PCP) and specialty care providers accessing all significant medical records to assist in the assessment of needs</li><li>6. Coordination with Referral Source to ensure reciprocal</li></ol></li></ol>

communication in understanding the needs of the child/family

2. Treatment Planning
  - a. Develop an individualized strength-based plan for each client.
  - b. Review each client's plan at least every 120 days, updating as necessary. Present all cases and treatment plans to Department Director/Supervisor for signature and review every 90 days.
  - c. Participate as needed and appropriate in the development of the child's mental health I.S.P.
3. Assisting the individual and family members or other collaterals to identify strategies or treatment options associated with the individual's mental illness.
4. Developing and providing solution focused interventions and emotional and behavioral management drawn from evidence-based psychotherapeutic treatments.
5. Rehabilitation and support with the restoration of social and interpersonal skills to increase community tenure, enhance personal relationships, establish support networks, increase community awareness, develop coping strategies, and promote effective functioning in the individual's social environment including home, work, and school.
6. Assisting the individual to restore daily functioning specific to managing their own home including managing their money, medications, and using community resources and other self-care requirements.
7. Assisting the individual with effectively responding to or avoiding identified precursors or triggers that would risk their remaining in a community setting or that result in functional impairments, including assisting the individual and family members or other collaterals with identifying a potential psychiatric or personal crisis, developing a crisis management plan, and/or, as appropriate, seeking other supports to restore stability and functioning.
8. Monitor Progress
  - a. Continually assess the needs of the client utilizing Needs Assessment tools to monitor progress
  - b. Make internal and external referrals to appropriate services to meet the on-going needs of clients
  - c. Maintain consistent communication with PCP and other specialty care providers to monitor progress and needs
9. Delegate/Assign care tasks- facilitate community meetings with families to develop family centered action plans; utilizing natural supports and documenting progress/needs
10. Educate Clients and Families – provide educational resources to clients and families to ensure knowledge of the identified problem areas as well as resources to address needs
11. Identify and Overcome Barriers to care – documentation of all risk and protective factor, identification of barriers to making progress on goals and objectives, development of strategies to overcoming and preventing barriers
12. Culturally Competent Care – understanding of the racial, cultural, religious, spiritual and all other functions of a family
13. Due to the teamwork required, candidates must be able to work effectively and collaboratively as a team, interacting with clients,

external care providers and stakeholders, clinicians, and others in a diverse workforce while being able to exercise balanced judgement in evaluating situations and making decisions, and handling difficult and confrontational situations in a calm, consistent, and equitable manner.

2. Record Maintenance
  - A. Develop a comprehensive treatment plan (ISP) as per Alta procedures as soon as goals and objectives of therapy can be elucidated.
  - B. Review the ISP with the client/family according to Alta procedures and timelines.
  - C. Maintain compliance with state and/or Alta outcome measures to assure appropriate completeness, timelines, and utilization with consumers in developing treatment goals and assessing treatment progress.
  - D. Make progress note entries for each session, as per Alta procedures.
  - E. Securing necessary release of information to obtain previous records, testing's, evaluations, and consultations as needed.
  - F. Maintain accurate and detailed file records as required by Alta I.C.R. procedures.
  - G. Securing necessary releases of information to perform Therapeutic Behavioral services from schools and/or parents.
3. Support to the Agency
  - A. Assist the Clinical Director and/or Department Coordinator in collecting and compiling objective data so as to accurately assess success of services as they relate to targeted service outcome goals.
  - B. If requested, assist in refining criteria for referrals to the Therapeutic Behavioral Support service.
  - C. Attend and participate in regularly scheduled and other supervision activities.
4. M.I.S. Time Accounting
  - A. Maintain and file on a timely basis accurate time accounting as required by Alta's management information system to account for employee's activities and for billing purposes.
5. File Management
  - A. Maintain accurate and detailed file records as required by Alta's policies as they apply to the documentation of services and maintenance of CQPI Standards for Therapeutic Behavioral Support Services.

### **WORK RELATIONS/CHARACTERISTICS**

1. Efficient use of time.
2. Prompt completeness of assigned tasks.
3. Thoroughness in carrying out job responsibilities.
4. Understand and conform fully to professional ethical standards.

5. Maintain flexibility in adjusting to Alta and external policy changes.
6. Maintain considerate interaction with colleagues and supervisors which respect the rights of others and fosters their confidence and cooperation.
7. Initiative in carrying out job responsibilities.
8. Loyalty to Alta interests.
9. Analytic and organized approach to problem solving.
10. Effectiveness in meeting position/Alta productivity requirements as applicable.
11. Sensitivity to cultural and economic characteristics of a diverse service population.

#### **SPECIFIC ESSENTIAL CONDITIONS OF EMPLOYMENT**

1. Physical ability, with reasonable accommodation if necessary, to perform specific responsibilities included in the job description.
2. Ability to write legibly and operate phone equipment, with reasonable accommodation, if necessary.
3. Ability to provide transportation for self as needed.
  - A. Possess a valid Ohio Driver's License.
  - B. Current auto liability insurance to the limits required by the Ohio Department of Motor Vehicles.
4. Citizen of the United States.
5. Absence of past criminal activity which would bring into question Alta professional and personal integrity as it applies to position responsibilities.
6. Ability to perform clinical interventions at sites/locations, and at times based on needs of the client.
7. Flexibility in adjusting work schedule, days and hours as necessary to fulfill the responsibilities of the position.

#### **MINIMUM QUALIFICATION**

1. Associate's Degree in a Health and Human Service related field prior experience working with youth and their families.

#### **PREFERRED QUALIFICATIONS**

1. Bachelor's or Master's Degree, preferably in a Mental Health related field.
2. Specific Therapeutic Behavior Support work history.
3. Previous experience in working with children in a mental health setting.