



Job Description

Job Title: Care Manager – Community Support
Position Supervisor: Community Support Team Lead
Pay Grade: Full-time, hourly (non-exempt), includes benefits

Job Summary: Provides direct rehabilitation, logistical assistance, advocacy, and case management services to support the program participant's ability to maintain stable community living. Coordinates consumers' access to community resources such as medical care, housing, social supports, psychiatric services, and transportation to assist each individual participant in their recovery goals. Demonstrates working knowledge of co-occurring issues, recovery, relapse planning and prevention, housing and other community resources.

Essential Functions:

1. **No more than 8 unplanned absences per year (KPI)**
2. Demonstrate basic knowledge of substance abuse, mental health, recreational therapy, vocational rehabilitation, assertive community treatment, agency philosophy and programming, confidentiality, safety procedures, and crisis intervention
3. Provide support, logistical assistance and advocacy to ensure program participants have access to needed resources in the community including coordination or assistance in accessing medical, psychiatric, social, education, housing, transportation or other appropriate treatment/support services. Provide rehabilitation and support interventions focusing on daily living, education, budgeting, medication compliance, relapse prevention, social skills, and other skills related to independent living.
4. Schedule and accompany participants to appointments as needed to ensure follow-up occurs. **Provide 87 hours (55%) of direct, face-to-face contact per month (KPI)**
5. Respond to crisis situations, make appropriate interventions and assist the participant in developing and following a crisis relapse prevention plan.
6. Participate as a team member in the development, implementation, and updates of individualized service plans in accordance with agency policy and procedures.
7. Transport clients with personal vehicle as required (reimbursement provided).
8. Maintain clinical records per agency policy and procedures. **New Tx plans completed within 30 days of consumer authorization (KPI). Tx plans reviewed with consumer every 90 days (KPI).**
9. Ensure appropriate discharge plans are developed and carried out. **Discharge paperwork completed within 10 days of consumer discharge (KPI).**

Other Job Functions/expectations:

1. Participate as a team member. **Works cooperatively with others (KPI).**
2. Participate in the provision of afterhours coverage as needed
3. **Demonstrate positive, professional attitude toward clients, staff and agency (KPI).**
4. Complete all assigned tasks in a timely manner. **Use work time effectively and efficiently (KPI)**
5. Maintain required caseload and/or other service goals.
6. **Maintain Compliance with agency trainings/certifications (CPR, NCI, NEO) (KPI)**
7. **Maintain timely completion and compliance with Relias Learning coursework (KPI)**



8. **Attend 8 All Staff Meetings annually (KPI)**
9. Participate in assigned committee(s); regularly attend committee meetings

Required Skills:

1. Effective listening. **Excellent written and verbal communication (KPI).**
2. Promptness and flexibility.
3. Demonstrated knowledge of substance use and mental health issues.

Educational/Experience Requirements:

1. High school diploma and two years of experience in delivery of community-based mental health services and/or peer-to-peer support services
2. Bachelor's degree in psychology, social work, counseling, or related field with demonstrated skills and competencies to work with people with mental health and/or substance use disorders preferred.

Licensing or other requirements:

1. Valid driver's license. Clean DMV record.
2. Must be at least 21 years of age.

Demonstrated Competencies:

1. Adaptability: Adapts to change, open to new ideas and responsibilities
2. Communications: Communicates well (written and verbal), delivers presentations, has good listening skills
3. Dependability: Meets deadlines, works independently, accountable, maintains focus, punctual, good attendance record
4. Ethics: Honest, accountable, maintains confidentiality
5. Sense of Urgency: Meets deadlines, establishes appropriate priority, gets the job done in a timely manner
6. Interpersonal Skills: Builds strong relationships, is flexible/adaptable, works well with others, solicits feedback
7. Teamwork: Accountable to team, works to meet established deliverables, appreciates view of team members, respectful
8. Behavioral Health Knowledge: Demonstrate basic knowledge of substance use, mental health, agency philosophy and programming, confidentiality, safety procedures, and crisis intervention

*** CenterPointe reserves the right to modify, interpret, or apply this job description in any way the agency desires. This job description in no way implies that these are the only duties, including essential duties, to be performed by the employee occupying this position. This job description is NOT an employment contract, implied or otherwise. The employment relationship remains "AT-WILL." The aforementioned job requirements are subject to change to reasonably accommodate qualified disabled individuals***