



JAMHI Health & Wellness, Inc.

POSITION DESCRIPTION

Position: Case Manager I/II

Status: Non-Exempt

Department: Integrated Services

Salary Range:

Level I: \$21.37 - \$27.60

Level II: \$24.58 - \$31.77

Supervisor: Case Management Supervisor

Date: Revised 09/08/2020

Description: Under direction of the Case Management Supervisor, Case Manager I/II provides Target Case Management and Psychiatric Rehabilitation Services to adults with chronic mental illness and/or substance use disorders. ***This position can be filled at either the I or II level depending on the applicant's qualifications and job experience.***

65 %	Case Management Services
30 %	Administrative/Documentation
5 %	Other duties as assigned.

JAMHI Employee Expectations:

Attendance/Punctuality

- Demonstrates reliable work attendance.
- Consistently arrives, ready to work, at appointed time.
- Consistently complies with break and meal schedules.
- Consistently notifies supervisor of work absences within the appropriate time frames.

Confidentiality/Ethics

- Protects client privacy when performing duties.
- Demonstrates knowledge of Client's Rights/Responsibilities.
- Adheres to JAMHI's Code of Ethics and Conflict of Interest.
- Comply with all JAMHI P&Ps and operational guidelines and local, state, and federal rules and regulations.

Employee Relations/Appearance

- Participates in identification of problems at JAMHI and contributes to group problem solving.
- Utilizes appropriate channels of communication for conflict resolution.
- Promotes harmonious relationships and favorable attitudes among work team.
- Gives and accepts feedback in a constructive manner.

- Wears appropriate, clean attire and maintains good personal hygiene.

Safety

- Knows location and use of emergency equipment (fire alarms, extinguishers, etc.)
- Knows Emergency procedures, including proper response protocol.
- Identifies and reports any unsafe conditions in a timely manner.

Continuing Education

- Responds positively when learning needs are identified.
- Attends mandatory in-service programs.

JAMHI Pledge of Quality:

Commitment: In order to continuously improve in everything we do, we welcome, accept and act upon constructive feedback from any source.

Dedication: In order to fulfill our dedication to helping others, we work together and support each other – always.

Integrity: We keep the promises we make. We do not promise what we cannot do.

Accountability: We hold ourselves and each other accountable and responsible for our actions. WE do not look the other way. Measurements and time frames guide our progress.

Responsibility: We ALL accept responsibility to make a difference in meeting the needs of our co-workers, the customer and the community. We are ALL responsible for solutions to problems.

Recognition: We acknowledge each other's successes. We find joy in what we do daily.

Respect: We treat each other in a dignified, friendly, courteous and professional manner at all times.

Communication: We respectfully Speak, Listen and Respond to ALL individuals. We do not make assumptions. We confirm the message sent is the one received.

Team Work: We have our expectations in order to help each other succeed in our daily responsibilities. This is the success of our organization, and the success of our clients.

Position Duties:

- Must be able to work independently, moving clients in the direction of independence by encouraging self determination, self evaluation and consistently assisting consumers to recognize own strengths and using those strengths for personal growth of each individual.
- Provide active outreach to those clients included in the caseload that are living independently and in need of minimal support and encouragement.
- Carry a caseload and insure adequate support toward recovery, maintenance in the community, psychosocial development and skills education.
- Provide services in an empathic, hopeful and welcoming manner, ensuring that there is truly "No Wrong Door" for service recipients with co-occurring disorders.
- Develop individualized treatment plans with each client to further develop their ability to live independently in the community.
- Complete all clinical documentation in accordance with state, federal & agency requirements including treatment plans, treatment reviews, functional assessments, and progress notes. Complete all within timelines set by JAMHI.
- Prepare and maintain all necessary treatment documents for the case record.
- Act as behavioral health professional on treatment teams for assigned cases.
- Provide expert testimony as necessary in court for legal proceedings.
- Provide interagency and community consultation and education as needed.
- Support and facilitate symptom management including education, skill building, support systems, crisis intervention, de-escalation and help with medication monitoring.

- Support and facilitate the development of living skills that will aid independent living in the community which include housing maintenance, meal preparation, and financial management including entitlements, maintenance of a clean, orderly person and living environment.
- Support and facilitate the psychosocial development of clients including social, intellectual and behavioral skill building.
- Assist with access and coordination of financial resources such as Social Security, APA, Payee/ Conservator and others.
- Coordinate with other service providers where necessary to facilitate treatment goals: including, but not limited to Rainforest Recovery Center, Physicians, GHS, Bartlett Regional Hospital, SEARHC, REACH, job coaching, LCCC, court orders and Probation, etc.
- Respond to crisis situations which develop within the JAMHI program according to established policies and procedures.
- Attend all treatment team meetings, including CRC and other required meetings and trainings.
- Must be able to lift 50 pounds regularly.
- Other duties as assigned.

Minimum Qualifications:

- Must have valid Alaska driver's license and be able to clear the JAMHI auto insurance screening through the independent insurance carrier and/or if driving own vehicle the minimum state liability coverage is required.
- Must be able to pass a State of Alaska background check.
- Good writing, computer and communications skills.
- Ability to provide and maintain a professional relationship with individual clients and their families, which allows for mutual respect, consistency and empathy in all interactions, and appropriate ethical and relational limits and boundaries.
- Ability to work with staff of varied backgrounds.
- Ability to communicate effectively with superiors, subordinate staff, other agencies, and the public.

Case Manager I

- High School Diploma or equivalent.
- Two years of experience providing direct service in the field of human services or minimum one year experience providing direct services with persons experiencing severe mental illness and co-occurring disorders.

Case Manager II

- Bachelor's degree in psychology, social work, or related human service field preferred.
- Five years of experience working providing direct services with persons experiencing severe mental illness and co-occurring disorders may substitute for bachelor's degree.

Workers Supervised: 0

Disclaimer: The statements contained in this job description are intended to describe the general nature and level of work being performed by people assigned to this position. Additional duties and responsibilities may be required of the jobholder based upon the business needs and the request of management. Employee signature constitutes employee's understanding of the requirements, essential functions, duties, work environment, and physical requirements of this position.

Employee Signature

Date

Supervisor Signature

Date

	Never 0%	Occas. 33% of time	Freq. 45-66% of time	Contin. 67-100 % of time
LIFT/CARRY				
1 to 10 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
11 to 25 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
26 to 50 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51 to 75 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
76 to 100 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PUSH/PULL				
1 to 10 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
11 to 20 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
21 to 50 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51 to 75 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
76 to 100 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

MOVEMENT				
Bend/Stoop/Twist	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Squat	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneel/Crawl	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach Above Shoulders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach Below Shoulders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repetitive Arm Use	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repetitive Wrist Use	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repetitive Hand Use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A) Grasping	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B) Squeezing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb Stairs/Ladders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Uneven Walking Surfaces	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Even Walking Surfaces	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

VISION REQUIREMENTS	
Depth Perception	<input checked="" type="checkbox"/>
Less than 20 inches	<input checked="" type="checkbox"/>
Color Vision	<input type="checkbox"/>
Peripheral Vision	<input type="checkbox"/>

	Never 0%	Occas. 33% of time	Freq. 45-66% of time	Contin. 67-100% of time
EQUIPMENT USE & OPERATION				
Motor Vehicles	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Operate Foot Pedals	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

WORK WITH/NEAR				
Machinery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electricity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Power Tools	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Impact Tools	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chemicals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fumes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heights	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ENVIRONMENT				
Indoors	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Outdoors	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme Heat	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme Cold	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dusty	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Excessive Noise	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Explain)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ENDURANCE		
Task	Hours at One Time	Total Hours in 8 Hr. <i>day</i>
Sit	Less than 4	5-6
Stand	Less than 2	Less than 4
Walk	Less than 1.5	Less than 4

ADDITIONAL CONSIDERATIONS (including clarification of any of the above)
Will have to help clients at times that are in wheel chairs. Help with food boxes. Climb in and out of vehicles.

