



## **MERCER COUNTY BEHAVIORAL HEALTH COMMISSION**

**JOB TITLE:** Case Manager II D/A Case Coordinator    **DEPARTMENT:** Central Intake Unit  
**EMPLOYMENT STATUS:** Full-time    **HOURS OF WORK:** 37.5 Hrs./Week  
**FLSA STATUS:** Non-exempt

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### **OVERALL OBJECTIVE OF JOB**

The incumbent of this position is responsible for providing intake, intervention, assessment, referral and linkage, utilization management, and administrative case coordination services to individuals with behavioral health needs. The Case Coordinator will assist consumers in accessing appropriate services by evaluating their need for treatment and referring to recommended levels of care. Site-Based Case Coordination services are delivered at the MCBHC Central Intake Unit. Mobile Case Coordination services are delivered at schools, treatment settings, hospital ERs and units, and other community settings as deemed necessary and appropriate. The incumbent of this position is expected to deliver both Site-Based and Mobile Case Coordination services as assigned.

### **ESSENTIAL FUNCTIONS OF JOB**

- Incumbent of this position will become knowledgeable of the Mercer County human service system, particularly the D&A and MH treatment providers and continuum of services.
- Must possess interviewing skills to facilitate the completion of a comprehensive intake of the consumer's current status, need for emergent care, and review of non-treatment needs, identifying priority populations.
- Position will be responsible for completion of a comprehensive assessment of the consumer's current status within identified life domains. Based upon a consumer's strengths and needs, a recommendation for treatment services will be developed and reviewed per department policy with the assessment team, consumer, and other appropriate persons.
- Position will provide intervention and support to consumers and families throughout the assessment process to promote insight into the recovery process, manage crisis situations, and address their treatment needs.
- Position will assist consumers in accessing recommended and accepted levels of treatment care through referral and linkage activities.
- Position will track consumer participation and progress and authorize funding for treatment services per agency policy and protocols.
- Position will provide ongoing D/A Case Coordination services to individuals engaged in treatment to monitor status and progress, assess non-treatment needs, and support authorization of funding. This administrative case coordination service may be provided through office-based visits, phone calls, or community-based visits as determined needed.
- Position will complete service plans with consumers and other involved individuals in compliance with program regulations and requirements.

- Position will ensure that consumers are informed of organizational grievance and appeal procedures.
- Position will be knowledgeable of funding resources and billing procedures within the organization and provider network.
- Position will serve as a referral agent and information resource for the organization and community.
- Position will receive information resource calls to CIU and will provide appropriate information and intervention based upon the needs of the caller. This may include individuals in crisis.
- Will be responsible to assure timely and accurate reporting, records, and program compliance related to service delivery including client files in Susquehanna, DDAP reporting, and any other reports and/or records as assigned.
- Will attend assessment team meetings, coordination, and service planning meetings, as well as, trainings, staff meetings and supervision activities, as required.

### **OTHER DUTIES OF THE JOB**

- Attends meetings and trainings as required.
- Position encounters confidential information regarding consumers and must maintain strict confidentiality as defined by state and federal regulations and agency policy.
- Position will require participation and active involvement in departmental functions to support organizational philosophies and mission.
- Position will participate in Quality Assurance activities as required to ensure program compliance and quality of service delivery.
- Performs other job-related duties and case coordination and support services as required.

### **SUPERVISION RECEIVED**

Position is responsible to either the CIU Coordinator or CIU Supervisor position in the MCBHC Central Intake Unit. Supervision is done through individual and/or group meetings on an ongoing basis or as needed.

### **SUPERVISION GIVEN**

Not applicable.

### **WORKING CONDITIONS**

- Work indoors in limited workspace with adequate lighting, temperature, and ventilation.
- Works with average indoor exposure to noise, stress, and disruptions.
- Normal indoor exposure to dust/dirt.
- Works in conditions of potential outbursts or disruptive behavior of clients.

- Travels as assigned, within Mercer County, to other community-based locations for service delivery.
- Travels occasionally outside of Mercer County for trainings, conferences, etc.

### **PHYSICAL AND MENTAL CONDITIONS**

- Must possess ability to record, convey and present information, explain procedures, and follow instructions.
- Must be able to sit for long periods throughout the workday, with intermittent periods of standing, walking, bending, twisting, reaching, and driving as necessary to carry out essential job duties.
- Dexterity requirements range from simple to coordinated movements of fingers/hands; feet/legs; torso as necessary to carry out duties of job.
- Must be able to lift and/or carry items such as, laptop in case, personal briefcase, work related supplies and miscellaneous objects with a maximum weight of thirty (30) pounds.
- Must apply safe lifting and carrying practices. If an item weighs more than maximum weight limit, employee must make more than one trip to carry all necessary items to their vehicle and/or to or from designated worksites.
- Occasional exerting and/or lifting of up to 50 pounds may be required for the maneuvering of equipment or supplies to and from designated worksites.
- Must be able to cope with the physical and mental stress of the position.
- Must be able to react quickly physically and mentally in the event of a disturbance or physical outbreak.
- Must be able to pay close attention to details and concentrate on work.
- Must be able to mentally react quickly to consumers' needs and/or requests as necessary as it applies to your position.

### **QUALIFICATIONS: EDUCATION/TRAINING/WORK EXPERIENCE**

- A bachelor's degree in a behavioral health or other human service-related field.
- A minimum of one year of experience within the human service field following completion of bachelor's degree.
- Must possess a valid driver's license or access to reliable transportation.
- Must possess necessary clearances, i.e.; PA Criminal Record, PA Child Abuse, and Federal FBI clearances.

## **KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED**

- Must be able to speak and understand the English language in an understandable manner to carry out essential job duties.
- Must possess effective communication and interpersonal skills.
- Must possess initiative and problem-solving skills.
- Must possess ability to function independently, have flexibility and the ability to work effectively with clients, co-workers, and others.
- Must possess the technical knowledge of operating personal computers and other office equipment.
- Must possess ability to plan and organize work.
- Must possess ability to understand and interpret laws and regulations regarding MH and D/A programs and services.

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Qualified candidate must have a bachelor's degree in a behavioral health or other human service related field with a minimum of one-year experience. PA Child Abuse, PA Criminal Record and Federal FBI clearances will be required. Must possess a valid driver's license and/or access to reliable transportation for in-county travel. Competitive salary with excellent fringe benefits provided, commensurate with experience and education of the candidate.

Interested candidates may submit an employment application from our website [www.mercercountybhc.org](http://www.mercercountybhc.org), or you may pick up or call for an application by contacting the Mercer County BHC office at 724-662-1550.

### **Please send application to:**

ATTN: Lynnett Beck, HR  
Mercer County Behavioral Health Commission, Inc.  
8406 Sharon-Mercer Road  
Mercer, PA 16137

Email to: [Lynnett.beck@mcbhc.org](mailto:Lynnett.beck@mcbhc.org)

Fax to: 724-893-1067

### **Affirmative Action/Equal Opportunity Employer**

In compliance with the Americans with Disabilities Act, the Employer provides reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the Employer.