



MERCER COUNTY BEHAVIORAL HEALTH COMMISSION

DEPARTMENT: Case Management

JOB TITLE: Case Manager II
Mental Health Blended Case Manager

EMPLOYMENT STATUS: Full-Time or Part-Time

HOURS OF WORK: 37.5 hrs/week or 22.5hrs/week

FLSA STATUS: Non-Exempt

OVERALL OBJECTIVE OF JOB

This position is responsible for providing case management and advocacy services to an assigned caseload of individuals with mental illness. A Blended Case Manager assists consumers in accessing, linking, coordinating, and monitoring needed resources, supports, and services to establish the consumer's independence and well being within the community setting.

ESSENTIAL FUNCTIONS OF JOB

1. Delivers case management services to assigned caseload within appropriate environments including but not limited to: home, community, educational, and treatment/program settings, utilizing a strengths-based approach.
2. Opens new consumers referred for case management services and assigned to caseload.
3. Develops individual service plans based upon a comprehensive assessment of the consumer's strengths, needs, and functioning within various life domains.
4. Refers and establishes consumers with needed services and supports utilizing available community-based resources.
5. Coordinates necessary programs and services for consumers within the organization, within the provider network, with other human service agencies, and/or with other community supports.
6. Monitors existing services and supports to ensure appropriateness and quality in relation to the identified consumer needs, as well as, the consumer's health and safety, through regular contact and communication with consumers, family members, provider agencies, and other involved individuals.
7. Ensures that consumers are informed of their individual rights and of organizational and regulatory grievance and appeal procedures.
8. Assists consumers and families during crisis situations and participates in the agency's crisis intervention services, including the after-hours crisis service as well as participates in the after-hours Blended Case Management rotation.
9. Maintains minimum face-to-face contact with assigned consumers as required by programmatic regulations and requirements or as directed by administration and management.
10. Completes timely and accurate reporting and record keeping related to service delivery as required by programmatic requirements including creating, updating, and maintaining client files and inputting data/service entries into the appropriate reporting IT system(s).

11. Will participate in the department's time allocation project and achieve/maintain expectations related to productivity expectations.
12. Will work cooperatively with all public and private agencies including mental health providers, state institutions and agencies, residential programs, educational providers, community resources, and natural supports.
13. Will attend coordination, service planning, and admission/discharge planning meetings in relation to assigned consumers.
14. Will encounter confidential information, is responsible for adhering to all agency confidentiality policies, and must maintain strict consumer confidentiality as defined by state and federal law.

OTHER DUTIES OF THE JOB

1. Participates in departmental functions to support organizational philosophies and mission.
2. Participates in Quality Assurance activities as required to ensure program compliance with State/Federal regulations and to promote and enhance the quality of program service delivery.
3. Attends agency related meetings as required.
4. Will attend and complete mandated trainings and those trainings assigned by their immediate supervisor related to job responsibilities and functions.
5. Performs other job-related duties and support services as required and assigned.

SUPERVISION RECEIVED

Position will receive regular and ongoing individual supervision related to daily work duties and essential functions of the job. Supervision may encompass and include field supervision and direct observation. Supervision will also be provided through regular unit, department, and case review meetings.

SUPERVISION GIVEN

None

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 regularly for service delivery to consumers at sites outside of the office including but not limited to: consumer homes, provider agencies, educational/vocational facilities, and other community-based settings.
- Travels periodically for trainings and meetings outside of Mercer County which may involve possible overnight stays.

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 and access to reliable transportation.
- Must possess necessary clearances, i.e.; PA Criminal Record, PA Child Abuse and Federal FBI check.
- Must complete state-mandated Basic and Special Children's training within one year of employment.

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 ability to maintain confidentiality regarding consumer information and records.
- Must possess the technical knowledge of operating personal computers and other office equipment.
- Must possess and maintain a valid driver's license and a personal vehicle for reliable transportation into the community.
- Must possess thorough knowledge of social casework principles and methods.
- Must possess knowledge of social, economic and health problems and resources for assisting consumers in these areas.
- Must possess ability to plan and organize work and prepare adequate records and reports.
- Must possess ability to understand and interpret laws and regulations regarding MH/MR programs and services.
- Must possess ability to practice organizational and stress management skills and to practice use of good judgment in assessing needs and services of consumers.
- Must possess ability to understand basic budgeting and math skills.

Interested candidates may submit an employment application from our website 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

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.

Revised 4/14/21