
**Job Title:** Mental Health Case Manager  
**Department:** Behavioral Health  
**Reports To:** Clinical Supervisor  
**FLSA Status:** Exempt

**POSITION SUMMARY**

Reporting to the Clinical Supervisor the Case Manager will work in partnership with the client and mental health team in an effort to provide responsive, culturally sensitive, and comprehensive services to the clients of Consejo’s Mental Health Department. The Case Manager will work with clients of different age ranges and backgrounds, persistent mental health concerns, and complex needs. The goal of the program is to provide responsive and comprehensive services to clients to improve their stability, wellness, and recovery. The Case Manager will assist in making referrals, coordinating care, and work with multiple systems including but not limited to jails, hospitals, vocational and housing programs, schools, legal systems, and medical providers.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Maintain a caseload, size to be determined by MH Program Manager.
- Provide a minimum of 4 direct client service hours per day.
- Provide advocacy, outreach, information and referral services to mental health clients in need of case management services including wrap around services.
- Coordinate services with the mental health therapists, other service providers and/or agencies to ensure optimal client care.
- Assess crises and provide crisis interventions when necessary.
- Lead or co-lead groups as needed.
- Establish liaisons to access community services, e.g., medical care, housing, food, etc.
- Provide education, outreach and information in the community as needed.
- Provide family support and support for others of significant importance to the client.
- Serve as a liaison between the client and the multiple numbers of systems utilized by the client.
- Advocate on behalf of the client to ensure that the client remains in school, home, and in the community when appropriate.
- Connect the client and the family to appropriate resources in the community.
- Reduce the client’s law enforcement involvement, truancy, school suspension, juvenile detention/jail, psychiatric hospitalization, out-of-home placement, and homelessness.
- Complete all required documentation in order to be 100% file compliant.
- Attend mandatory clinical in-services/trainings, supervision, and regularly scheduled department/agency meetings.
- Understanding of and ability to provide culturally appropriate and sensitive services.
- Serve on committees, task forces and special assignments as directed

QUALIFICATIONS:

- Bachelor’s degree with major specialization in social, behavioral or human services or human related fields or High school diploma or GED with related volunteer experience comparable to two years full time work in a social, behavioral, or human services or related fields.
- The employee is required to be able to safely operate a motor vehicle and be able to obtain a license therefore.
- Proficient in speaking, reading and writing English and Spanish.

LANGUAGE SKILLS:

Ability to read and comprehend instructions, short correspondence, memos, business correspondence and all other integrated behavioral health related documents. Ability to write clear, concise and accurate correspondence. Capable of establishing positive interpersonal relationships with a broad range of people. Effective oral and written communication skills.

OTHER SKILLS REQUIRED:

Ability to operate computer, printer, copy and fax machines, calculator, and other office equipment.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by staff member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of the job, the employee is regularly required to sit, stand, move up and down stairways, talk and hear, drive to and from community appointments. The employee must regularly lift and/or move up to ten pounds and occasionally lift and/or move up to twenty pounds. Specific vision abilities required by this job include close vision, distance vision, and peripheral vision.
MENTAL DEMANDS:

Ability to solve practical problems and deal with a variety of concrete variables in situations where standardization may or may not exist. Ability to reason effectively and interpret a variety of instructions furnished in written, oral or diagram form.

This position requires the individual to work with minimal supervision. Guidance is available as necessary, however, the individual is expected to be able to function autonomously and make individual decisions when appropriate. Position does require ability to interact with a variety of individuals and the ability to meet deadlines and time pressure based on the volume of work.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise and/or level of distractions in the work environment are usually moderate.

Consejo is an Equal Opportunity Employer