



Clinical Case Manager, MHP Job Description

Description: Provide intensive clinical outreach supportive services to program participants with mental health and substance use diagnoses living in scattered site units across the city of Chicago. Services include attending to the psychosocial, health, financial, recreational, nutritional, and housing needs of the clients.

Core Competencies:

- Have an ability to recognize and assess the signs and symptoms of mental illness, physical illness, development limitations and substance induced behavior and know what proper treatments are for these issues.
- Have the ability to communicate relevant information in writing in a clear, concise and appropriate manner with other staff, supervisors and program participants.
- Have the ability to communicate relevant information verbally in a clear, concise and respectful manner with other staff, supervisors and program participants.
- Be able to work in a team environment, share information and coordinate services with other staff and external organizations.
- Be able to complete work independently without prompting. Be able to maintain a schedule and follow through with tasks without prompting.
- Able to ask for input and assistance from your supervisor and accept supervision when in need of information or when there is a clinical issue outside of one's knowledge base.
- Able to complete required paperwork before deadlines, and manage time wisely in order to follow through with assigned tasks as soon as possible.

Job duties include but are not limited to:

- Providing intensive mental health case management services in the community, including community building and social activity planning and implementation;
- Identifying client and resident needs, including barriers to receiving appropriate services and assisting with effective problem solving to address issues;
- Providing treatment planning, coordination, and implementation of services needed;
- Providing information, linkage, referral and advocacy for clients and residents with agencies in the community, including crises intervention services when needed;
- Working with clients and residents to increase their skills and income, improve their self determination, and maintain residential stability;
- Maintaining the confidentiality of client information in any written, oral, or electronic form including, but not limited to, health information, HIV/AIDS status, and disability information. Releasing such information only as needed and with the proper release from the client unless mandated by law;
- Completing submitting of billing sheets in accordance with Rule 132 guidelines;
- Reporting all incidents of abuse, and/or neglect as required by state law;

- Maintaining accurate and up-to-date records using HMIS and paper files on all clients and residents receiving services, including maintaining records necessary to fulfill grant requirements and third party payers;
- Coordinating the provision of appropriate services from other providers from the community at buildings at which clients and residents are living;
- Working cooperatively with building management to ensure residential stability of clients and residents;
- Identifying and developing training opportunities for clients and residents;
- Completing required documentation for Medicaid billing, HMIS and compliance in a timely manner.

Additional duties not listed may be required depending upon the need of clients and residents and at the discretion of your supervisor.

Must have the ability to relate appropriately and effectively with residents and families, to other staff and to personnel of other community agencies; knowledge of the symptoms of and appropriate treatments for mental illness. Knowledge of community resources, instructional skills and ability to present information; skill to organize and document notes and service plans; knowledge of and willingness to match programs and services appropriate for clients and residents; skill to establish and maintain effective working relationships; ability to work independently and as a member of an interdisciplinary team including residents.

Requirements: Qualified candidates will have at least a Bachelors Degree in Social Work or a related field, Masters Degree preferred, current Illinois License preferred. Experience with Harm Reduction techniques, working with mental illness and substance abuse is required. Candidate must have an automobile and current insurance. Computer literacy is a must!