



## JOB DESCRIPTION

<b>TITLE:</b>	Clinical Case Manager
<b>CLASSIFICATION:</b>	Exempt/Full Time/40 hours per week
<b>IMMEDIATE SUPERVISOR:</b>	Program Manager
<b>PROGRAM/DEPARTMENT:</b>	Integrated Service Center: Outpatient or ACT

### SUMMARY OF POSITION RESPONSIBILITIES:

Oversight by the Mental Health Director and under the supervision of the Program Manager and Clinical Supervisor, the Clinical Case Manager will provide a variety of mental health/substance abuse related consultation, clinical case management, and outpatient therapeutic services to Westside Outpatient clients. The therapeutic services to be provided include individual and group psychotherapy and substance abuse treatment.

### GENERAL DUTIES:

1. Maintain knowledge of scope of duty and any changes to Medi-Cal or other governing bodies.
2. Provide clinical assessment, intake and appropriate treatment services to clients, including crisis intervention, individual and group therapy services and maintaining at minimum a caseload of 17 clients (ACT) or 45 clients (OP).
3. Carry out program goals as outlined by the Mental Health Director, Program Manager and Westside Administration.
4. Comply with the established plan of utilization and peer review (i.e. Plan of Care; PURCQ) if not completed prior to requirements in bullet five (5).
5. Document in the clinical record the client's progress in the program as required by Federal, State, and City and County through the completion of required documentation that includes but not limited to: per contact and daily progress notes and billing submission, ANSA assessments, Diagnosis, TPOC, Meaningful Activities tracking, weekly reports, and other reports as requested. Prepare and maintain required paperwork in a timely manner; capture all billing opportunities to ensure meeting the minimum number of minutes per week.
6. Coordinate the care of clients through collaboration with the individuals/systems involved with the client and Westside Case Managers. Refer clients' case management needs to the assigned case manager. Report updates to supervisor in weekly meetings regarding caseload and provide advocacy services to clients.
7. Serve as an active member of the clinical team meetings; receive clinical supervision and case conference consultation.
8. Participate in professional development training throughout the year. Receive required crisis intervention and de-escalation training. Participate in safety trainings and other required annual DPH and/or Westside trainings.
9. Evaluate crisis situations; de-escalate crises, including arranging for hospitalization or other appropriate services.
10. Commit to the provision of culturally competent services and follow established company policies and those outlined in the employee handbook.
11. Special projects and other responsibilities as may be determined.

**KNOWLEDGE, ABILITIES and SKILLS:**

1. Knowledge of DSM IV diagnostic criteria, mental illness and applicable treatments.
2. Ability to document the client’s progress through assessments, treatment plans, and progress notes which are to be submitted in a timely manner in order to maintain compliance with DPH requirements.
3. Skills crisis intervention techniques, observing and documenting psychiatric behavior, writing chart notes in accordance with professional standards, state regulations and department protocol. And skills in using tact, discretion, initiative and independent judgment within established guidelines while organizing work, setting priorities, meeting critical deadlines, and following up on assignments with minimum of direction.
4. Must have considerable experience with African American clients and underserved populations. Ensure compliance of all work related activities in a fair, ethical, and consistent manner.
5. Flexibility to change responsibilities as the needs of the program change and able to work in stressful conditions.
6. Detail oriented, an organized thinker and must possess strong problem solving skills. Strong written and oral communication skills; excellent interpersonal communications skills.
7. Must be able to maintain confidentiality of sensitive information and, work within a multi-disciplinary team, in a multi-cultural/multi-ethnic environment with a demonstrated commitment to the Agency mission.

**EDUCATION/LICENSES/CERTIFICATION:**

- Master's degree in Psychology, Social Work, Counseling, or other related social/behavioral science required. Possession of a valid Licensed Clinical Social Worker (LCSW), Marriage and Family Therapist (MFT), or Professional Clinical Counselor (LPCC) license issued by the California Board of Behavioral Sciences (BBS) OR current registration as an Associate Social Worker (ASW), Marriage and Family Therapist Intern (MFTI) or Professional Clinical Counselor Intern (PCCI) license issued by the California Board of Behavioral Sciences.

**PHYSICAL and VISUAL ACTIVITIES:**

Mild to medium to heavy work requiring prolonged or repeated standing, walking, climbing, stooping, kneeling, crouching, lifting, carrying to a maximum of up to 50 lbs. Physical and visual activities that is commonly associated with the performance of the essential functions of this job. "Commonly associated" is not intended to mean always or only. There may be different experiences that suggest other ways or circumstances where reasonable changes or accommodations are appropriate.

**SCHEDULE: Monday thru Friday; 7:30 am – 4:00 pm (however schedule and hours may vary based on program needs)**

**APPLICATION PROCESS:** E-mail: [jobs@westside-health.org](mailto:jobs@westside-health.org) ; No phone calls, please.

*We will consider qualified candidates with criminal histories in a manner consistent with the requirements of the San Francisco Fair Chance. Westside Community Services Is An Affirmative Action, Equal Opportunity Employer. People of Color and/or Bilingual Are Encouraged to Apply.*

I have read and received a copy of the Quality Improvement Coordinator job description.

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Name

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Date