

**THE LINK & OPTION CENTER, INC.**

**Job Description**

**PROGRAM:** Quiet Storm Crisis Triage Living Room

**POSITION TITLE:** Case Manager

**DEGREE REQ.:** Bachelor's Degree

**REPORTS TO:** Program Director

**JOB TYPE:** Full-Time

*Quiet Storm Crisis Triage; The Living Room is a crisis respite center in the Hazel Crest community offering free and confidential services for anyone going through a mental health crisis. We aim to reduce unnecessary hospitalizations and arrests and provide a safe, home-like environment.*

We are looking for Case Managers to receive a warm hand-off referral from The Living Room staff to assist Guests in need of a higher level of care.

**QUALIFICATIONS:**

- A Bachelor's Degree in Social Work, Psychology, Community Counseling or therapeutic related discipline.

**ESSENTIAL FUNCTIONS:**

- Under the direct supervision of the Project Manager, the Case Manager is responsible for the delivery of casework services to an assigned caseload.

**RESPONSIBILITIES:**

- Work effectively with children, adolescents and adults.
- Provide supportive case management on an individual or group basis rendering services that are reflective of the SDOH (Social Determinant of Health) needs established in the treatment plan to an assigned caseload or group.
- Conduct outreach and recruitment efforts to engage/maintain clients in services; and to identify new Guests and referral sources.
- Provide crisis intervention and carry crisis cell phone on a rotating basis with other assigned staff.
- Provide follow-up on referrals and conduct initial intake calls from Guests who are seeking services.
- Assist Guests in obtaining entitlements such as Medicaid, Disability and County Care etc.

- Coordinate care and follow-up with Guests and physicians and dentist on health issues.
- Initiate regular contact with and engage Guests and parent(s) in the treatment process so as to ensure open communication and continuity of care.
- Provide medication monitoring and training.
- Evaluate the SDOH (Social Determinant of Health) needs of Guests and develop a WRAP plan for each Guest as needed.
- Participate in staff and team meetings.
- Prepare and keep current records of all communication with Guests and collateral contacts.
- Prepare in the prescribed format, progress notes, case summaries, and all other documentation in a professional and timely manner.
- Participate in meetings and case staffing i.e., intra and inter-agency activities.
- Handle crisis hotline calls when clinically indicated.
- Develop and provide needed support groups for The Living Room Guests and significant others.
- Attend in-service and workshop training to enhance skills.
- Prepare and submit billing for Medicaid payment as required.
- Consult and cooperate with other appropriate staff and/or other agencies regarding case management in connection with specific Guest situations.
- Conduct behavior which complies with the Child and Elder/MH/DD Abuse Legislation and other relevant laws, and toward the best interest of the Guest.
- Respect by word or deed Guests' rights and privileges pertaining to confidentiality as prescribed by legislation.
- Perform other duties as assigned.

**MANDATORY REQUIREMENTS:**

- Receive mandatory initial Living Room Program training by:
  1. Completing a two-hour DMH video-based training
  2. Complete 16 hours of CRSS/CPRS Competency Training
  3. All staff are expected to become Certified Recovery Specialists (CRSS) within 1 year of being hired.

**SALARY:** \$41,600.00 (annually)