



## PUTNAM FAMILY & COMMUNITY SERVICES

Job Description

### Care Manager

#### **Position Summary**

The Care Manager is responsible for coordinating services and supports for individuals with a primary diagnosis of severe mental illness and/or other qualifying disorders in order to help successful integration into and maintenance in the community.

#### **Responsibilities:**

- Meets productivity standards
- Assesses client's success and satisfaction in the environments of living, learning, working and socialization;
- Implements and coordinates the service plan in conjunction with the client and involved supports;
- Advocates for and assists clients in gaining access to entitlements and benefits, health and human services, including preparation and coordination of applications;
- Assumes full responsibility for caseload of individuals including all charting and paperwork responsibilities associated with cases;
- Responsible for crisis coverage of caseload when indicated;
- Provides outreach in the community via home visits to engage clients and link to services;
- Identifies and advocates for improvements in the services that our clients receive;
- Participates in care coordination and other inter-disciplinary team meetings for case reviews, exchange of information and supervision;
- Compiles, reports and maintains records in an accurate and timely manner in accordance with appropriate requirements;

In addition, the below responsibilities may be required of the position:

- Assists with agency and after hours crisis intervention and assessment;

#### **General responsibilities:**

- Attends workshops, conferences and staff development training seminars on current practices as directed by the Executive Director or supervisor to acquire continuing education in the appropriate field; implements what has been learned;
- Maintains cooperative relationships with all referents and community resources
- Undertakes related duties as assigned;

07.17.2015



## **Administrative Relationships**

The Care Manager reports directly to the Program Director, Program Coordinator, Supervisor or designee as assigned and works collaboratively with other staff. If peer, participates in peer support supervision group as directed.

## **Qualifications**

Master Degree in relevant field with 1 year of experience providing direct services to the medically underserved or in the behavioral health field or Bachelor's degree/LPN with 3 years of experience providing direct services to the medically underserved or in the behavioral health field. Peer advocacy training preferred.

Applicants with lived experience in navigating mental health/substance abuse services and the ability to model principles of recovery and wellness are strongly encouraged to apply.

Applicant must be able to draw on his/her own personal experience while being able to transcend own personal events to articulate the experience of the served individual.

Applicant must have excellent computer, verbal and written skills.

Valid driver's license, insurability through agency's insurance and use of own car required.

Must be able to travel in the community and access clients in their own homes.