



JOB NOTICE

Date Posted: April 4, 2017

Closing Date: April 17, 2017

APPLICATION PROCEDURES: Send letters of intent and resume, to Box ACT-CM, Compass Family and Community Services, 535 Marmion Avenue, Youngstown, Ohio 44502.

Program: Assertive Community Team (ACT)

Title: ACT Case Manager

Salary \$: Full Time with competitive salary and comprehensive benefit package.

Adoption of the ACT Philosophy of Care:

ACT (Assertive Community Treatment) is the leading evidenced based practice for providing services to persons with severe and persistent mental illness and/or co-occurring substance use disorders. The heart of ACT is a collaborative TEAM approach of providing care to clients where it is needed, in the community. ACT is a shift from traditional community based treatments and case management models. In ACT, the team, as a whole, is responsible for providing whatever is needed to assist clients in their recovery from mental illness. Members of the ACT team will need to adopt the ACT philosophy of care to ensure the success of the program and improved quality of life for our clients.

DIRECT SERVICE: with clients are therapeutic and advance the goals set forth in the ITP.

ACT is field-based position and requires at least 80% of services to be provided to consumers in their homes, shelters, places of employment, vocational and education settings and other community settings

- a) Spontaneous interactions and activities based on the needs of the ACT clients
- b) Needs and skills assessment and formulation of (ITP) Individual Treat Plan.
- c) Empowerment/advocacy/monitoring.
- d) Crisis intervention.
- e) ADL prompting, coaching/skill building.
- f) Assistance with recognizing/eliminating barriers of symptomology to foster independence.
- g) Coordinating and linking of services
- h) Provide 24-hour emergency and crisis intervention response on rotating, on-call basis

JUDGEMENTS: made about clients, or activities on client's behalf are appropriate both to the individual's functioning and the agency's risk tolerance standards .

- a) Assistance is titrated based upon client's strengths and deficits.
- b) Referrals made for essential and necessary services.
- c) Advocacy.
- d) Use of available psychosocial information.
- e) Adherence to agency's risk assessment/management protocols.

DOCUMENTATION: is completed in a timely manner per agency policy. Documentation provides sufficient narrative regarding psychosocial information to aid in delivery of services and to communicate the progress of the client.

- a) ITP (and reviews), progress notes/billing logs and discharge paperwork submitted within agency timeframes.
- b) Facilitates the acquisition of an adequate amount and quality of referral information.
- c) Makes collateral contacts to gather psychosocial information upon discharge to/from other facilities.
- d) Insures that required elements of client charts are present, current and filed in timely manner.

DOCUMENTATION: is clinically accurate and substantive. Meets agency's productivity standard.

- a) Progress notes/billing logs clearly indicate medical necessity/functional impairment in accordance with Certification Standards, and, refer to ITP. Risk assessments, termination summaries.
- b) Conforms to Program, OHMAHAS, CARF, CWRU, and third-party payer standards and obligations
- c) Productivity is achieved by submission of progress notes/billing logs. Productivity is defined as documented activity divided by hours paid. Must meet productivity expectations as one indicator of ability to adequately perform job duties.
- d) Standard productivity/ impact ratio expectation for the position is 50%

INTERACTIONS WITH ESSENTIAL OTHERS: are constructive and serves to advance the quality of care, the mission of the agency, and the agency's standing in the community.

- a) Attendance and participation in daily ACT team meeting. Will work collaboratively with the interdisciplinary ACT team and engage with community stakeholders to provide comprehensive care and service to ACT clients.
- b) Communicates effectively with other service providers throughout the agency, client family and significant other and with concerned members of the community.

COMMITMENT TO HIGH QUALITY OF CARE:

- a) Participates actively and productively in agency meetings and case reviews.
- b) Introduces and/or implements new ideas for improving the quality of care.
- c) Attentive/responsive to feedback from clients, significant others and community providers/members.
- d) Shares skills and expertise with other agency staff, e.g. progress notes, in-services, workshops, etc.
- e) Advances own level of skill and competency through participation in continuing education opportunities.

Qualifications:

Education/experience: Bachelor's degree preferred. Minimum of 3 years mental health or community support program experience required. Understanding of various mental health diagnoses.

Miscellaneous requirements: Criminal background check; pre-employment drug screen, Clear driving record, TB test; CPR/First Aid Training. Must be willing to transport clients in personal vehicle. Vehicle must be insured with at least state minimum coverage.

Personal: Strong social, communication and written skills. Must have the ability to develop rapport and be perceived by clients and staff as approachable. Ability to multi-task; while maintaining accuracy and organization. Have a working knowledge of basic to intermediate electronic health records systems is preferred.

Physical Demands of job: Mobility.

Exempt: Not eligible for over time

AN EQUAL OPPORTUNITY EMPLOYER - SERVICE PROVIDED
THROUGH AFFIRMATIVE ACTION
EOE-M/F/H including persons with disabilities and veterans