



JOB NOTICE

Date Posted: December 2, 2020

Date closed: December 16, 2020 or until filled

APPLICATION PROCEDURES: Send letters of intent and resume or completed application to jobs@compassfamily.org or mail to HR Box-ACT CM; COMPASS Family and Community Services, 535 Marmion Avenue, Youngstown, Ohio 44502.

Department: ACT [Assertive Community Treatment Team]

Title: Case Manager

Salary/Shift: Full-time; 40 hours per week position, Monday – Friday, Day shift; includes a competitive salary and benefits package.

OVERVIEW: 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 which may include 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.

JOB DUTIES

1. **INTERACTIONS:** 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.
- CPST services not limited to helping with applications, assistance with ADLs, accompanying to appointments and community events, collaborating with family and significant others, and other services as necessary for the welfare of the ACT client.
- Provide 24-hour emergency and crisis intervention response on rotating, on-call basis

2. **JUDGMENTS:** made about clients or activities on clients' behalf are client/family-centered and appropriate both to the individuals' functioning and the agency's risk tolerance standards.

- Decisions pertaining to clients' need for additional services, resources or more restrictive settings.
- Appropriate choice of interventions and techniques.
- Pursues collateral contacts to gather additional psychosocial information, when indicated
- Utilizes supervision and/or consultation to mitigate risk and seek input regarding challenging circumstances.

3. **DOCUMENTATION:** is clinically accurate and substantive; 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.

- Completes documentation of progress notes, Individual Treatment Plans and intakes, as needed.
- Conforms to ACT program, OHMHAS, CARF, CWRU, and third-party payer standards and obligations.
- 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.

3. **INTERACTIONS WITH ESSENTIAL OTHERS:** are constructive and serve to advance the progress in treatment, the quality of care and the agency's standing in the community.

- Attendance and participation in daily ACT team meeting. Will work collaboratively with the interdisciplinary ACT team to provide comprehensive care and service to ACT clients.
- Communicates effectively with other service providers throughout the agency, clients' families and significant others, and with concerned members of the community.
- Markets referral sources and maintains high level of customer service/ satisfaction.

4. COMMITMENT TO HIGH QUALITY CARE:

- Participates actively and productively in agency meetings and supervision sessions.
- Introduces and/or implements new ideas for improving the quality of care.
- Attentive/responsive to feedback from clients, significant others, community partners/members.
- Shares skills, knowledge, expertise with other agency staff (consultations, workshops, team meeting).
- Advances own level of skill and competency through participation in continuing education opportunities.

4. EMPLOYMENT SPECIALIST

- Assists in obtaining information about how client's benefits will be affected when working, refers clients to benefits counseling as needed, helps clients report earnings, as needed;
- Conducts job development and job search activities with person directed toward positions individualized to the interests and uniqueness of the person.
- Assists clients in completing resumes and job applications, as needed.
- Arranges for drug screen for community assessments and ensures client's I-9 and tax forms are properly completed.
- Maintains contacts with WFD counselors, attends and facilitates team meetings as needed, obtains authorizations and provides necessary feedback on consumer progress.
- Provides feedback on community employment opportunities, possible community work assessment and labor market trends.

QUALIFICATIONS FOR JOB

Education/Experience: High School diploma required. Bachelor's degree preferred. Minimum of 3 years mental health or community support program experience preferred. Understanding of various mental health diagnoses. Experience working with supported employment is preferred.

Technology: Experience using computers, Electronic Health Records (Credible), office phone and cell phone, email, fax/copy machine.

Miscellaneous requirements: Criminal background check; Pre-employment drug screen; First Aid/CPR certification training, TB Test. Must meet COMPASS automobile liability insurance carrier guidelines to be insurable under the COMPASS policy. **Note:** COMPASS clients should be transported using a COMPASS vehicle, if a COMPASS vehicle is not available then the staff member is responsible to verify that they maintain adequate coverage through their personal carrier. If a COMPASS vehicle is not available, then the staff member is responsible to verify that they maintain coverage through their personal carrier for business related travel, including the transporting of clients, and must provide proof of same to COMPASS prior to transporting any COMPASS clients.

Interpersonal/Human Relations Skills: 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.

Exempt: Not eligible for over time.

AN EQUAL OPPORTUNITY EMPLOYER – SERVICE PROVIDED THROUGH AFFIRMATIVE ACTIONEOE-MF/H including persons with disabilities and veterans