



**VALLEY HEALTH TEAM**  
LIVE BETTER. VIVE MEJOR.  
JOB DESCRIPTION

POSITION:	BEHAVIORAL HEALTH CASE MANAGER
REPORTS TO:	BEHAVIORAL HEALTH COORDINATOR
POSITIONS SUPERVISED:	NONE
CLASS:	REGULAR
CAT:	FULL-TIME
	NON-EXEMPT

**BASIC FUNCTIONS:**

Under the supervision of the Behavioral Health Coordinator, the Case Manager is responsible for coordinating services for individuals and families served. This staff member provides case management services and assists the behavioral health staff in the development and delivery of services to individuals challenged by mental illness and co-occurring disorders; participates in group and individual counseling programs; act as an advocate for the client and maintains liaison with community groups; and completes documentation in case records. Emphasis is on the interdisciplinary team approach as a problem solving process in providing comprehensive care to clients and their families. The Case Manager shall have a committed belief in mental healthcare with dignity for all and that clients have the right to mental healthcare with dignity for all and that clients have the right to mental healthcare information and participation in planning their own mental healthcare.

**DUTIES AND RESPONSIBILITIES:**

1. Responsible for assisting the client to complete appropriate releases of information important to client compliance with individual plans of care.
2. Advocate for clients when there is a problem in the service delivery system.
3. Assist clients in identifying and correction situations that contribute to mental health and/or co-occurring problems.
4. Assist in the triage of new individuals and/or those seen for crisis intervention counseling at a level not requiring licensure as a mental health professional.
5. Assist clinical staff in planning the range of care needed to meet clients' needs.
6. Responsible for maintaining assigned case load and client contacts as required by contract requirements and/or program protocols.
7. Visit clients regularly in the community to assess their home situations, deliver services, and determine if other services are required.
8. Keep accurate, up-to-date records on clients served in accordance with system standards.
9. Prepare and deliver oral presentations to the public regarding VHT's behavioral health services program.
10. Work with other staff to develop community resources.
11. Serve as a liaison with other community agencies and schools.
12. Develop and implement support and educational groups.
13. On a temporary basis, may be required to work at any satellite facility.
14. Contribute to team effort by assisting other departments as needed and while maintaining confidentiality of VHT's business.
15. Work cooperatively with all staff members and outside sources in a professional manner to deliver a high level of service.
16. Engage as a member of the care team caring for individuals in the community
17. Prep for and lead daily huddles
18. Promote and educate on evidence-based preventive care, chronic care needs, and self-management support
19. Deliver clinical screening tests and immunizations
20. Follow applicable regulations: Joint Commission, OSHA, HIPAA, and CLIA.

21. Serves and protects the practice by adhering to professional standards, policies and procedures, federal, state, and local requirements, and The Joint Commission Accreditation of Healthcare Organization standards.
22. Observe and practice all VHT Patient Experience Service Standards as outlined in “World Class Practices: My Commitment to Care (which I have read and signed). Practice CICARE when interacting with patients, their families, visitors, or internal customers.
23. Practice CICARE phone etiquette during all phone interactions.
24. Always exercise courtesy whenever patients, family members, visitors and co-workers are present.
25. Respect privacy and dignity of our patients, family members, visitors and co-workers.
26. Maintain professionalism in the presence of patients, their families, visitors and co-workers.
27. Act as a role model, verbally and behaviorally demonstrating skill, enthusiasm, positive problem solving, commitment and loyalty to the profession and the organization.
28. Perform other related duties, which may be inclusive, but not listed in the job description.

**MINIMUM QUALIFICATIONS:**

1. Nine (9) months of full time paid experience working in a social service or behavioral health setting in a capacity requiring interaction with individuals and families served OR must have completed sixty (60) semester or ninety (90) quarter units from an accredited college or university with coursework in behavioral sciences
2. Current Basic Life Support Card
3. **Bilingual is highly preferred.**
4. Ability to learn about patients and their problems
5. Strong customer service skills (preferably within a service industry)
6. Ability to communicate effectively, both verbal and written
7. Must have strong organization skills; ability to multi-task
8. Modern office practices and procedures (including email)
9. Must show professionalism at all times especially when working with patients
10. Ability to be flexible with work schedule and available to work at all site locations
11. Must have own transportation, valid California Driver’s License and current proof of automobile insurance coverage.
12. Demonstrated ability to provide world-class patient experience using CICARE principles and practices. Ability to be proactive and to go above and beyond the call of duty; take initiative to provide a world class patient experience in all encounters via email, phone or in person.

**TYPICAL WORKING CONDITIONS:** The office setting is a normal work environment. Occasionally work during early morning, evening or weekend. May be subjected to temperature variances in the office.

**TYPICAL PHYSICAL DEMANDS:** Requires sitting, standing, or walking for up to eight hours a day. Some bending, stretching, or reaching may be necessary. Lifting up to 40 pounds may be required on occasion. Vision must be correctable to 20/20 and hearing must be in the normal range for telephone contact.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may come in contact with hazardous equipment such as liquid nitrogen, cleaning agents, and sharps. The noise level in the work environment is usually moderate but may become excessively loud with the increased patient flow during a busy clinic day.

I, the employee, understand the responsibilities and standards of my position as listed above, and I agree to fulfill them to the best of my ability. I understand I am an at-will employee and can be terminated at any time with or without cause. I also understand the Valley Health Team Inc. will not be responsible in any manner for termination’s which are due to defunding of Federal or State Contracts. I also agree that the VHT Board of Directors have the right to modify the Personnel Policies which govern my employment at any time.

This organization is an Equal Opportunity Employer. It is our policy to comply with all applicable state and federal laws prohibiting discrimination in employment based on race, age, color, sex, religion, national origin, or other protected classification.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date