



WebMed Mental Health Services
WebMedMN.com
(p) 218.310.8896 / (f) 218.206.6276
Info@WebMedMN.com

Position Description

Position Title: Adult Mental Health Targeted Case Manager

Classification: Full-time, Exempt

Reports to: CSP Clinical Supervisor

Purpose: Help adults with serious and persistent mental illness in gaining access to needed medical, social, educational, vocational, and other necessary services as they relate to the client's mental health needs. Case management services include developing a functional assessment (FA), an individual community support plan (ICSP), referring and assisting the client to obtain needed mental health and other services, ensuring coordination of services, and monitoring the delivery of services.

Essential duties and responsibilities:

- Assess client needs, goals and the impact of their mental illness, and utilize their strengths and progress to pursue and meet personal goals of wellness and recovery
- Assist individuals' transition from treatment settings within agency and external agencies
- Establish and update goal related plans of the ICSP with clients
- Refer and link to resources, services, and formal or informal supports
- Coordinate with partners and natural supports the member identifies as being important to their recovery process
- Monitor the effectiveness of the plan and the services provided to the person served
- Review the need for Mental Health Targeted Case Management services
- Discuss the progress made toward goals and recovery with clients and the clinical supervisor
- Advocate for person-centered client care for individuals
- Work on an integrated team with other providers internally at WebMed and externally
- Utilize documentation for completing functional assessments, treatment plans, and progress notes
 - Document data required according to federal requirements for billing purposes and submit on required time lines
 - Progress notes reflect accuracy and consistency with actual recipient contact relevant to individual treatment plans and goals
- Provide crisis assessments and intervention as needed so that individuals are safe in home/community settings
- Receive and participate in clinical supervision from a Mental Health Professional at least monthly, but most often weekly individually or in small groups to discuss:
 - Treatment topics of interest
 - Treatment plans of recipients and approve by signature and document in recipient's file any plan updates



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- Request consultation by telephone or in person as needed for the purpose of service provision to recipients.
- Participate in staff meetings, all required WebMed Mental Health training, and meeting with clinical supervisors; Monitor own schedule to assure that all required trainings are completed each year
- Demonstrate positive and supportive interactions with other program staff, in an effort to build a cohesive team approach
- Actively participate in individual and group supervision led by the clinical supervisor.
- Follow all agency and state regulatory program policies and procedures;
 - Conduct duties in an unbiased manner in accordance with the agency's mission statement and guiding principles by which all clients, volunteers and staff are treated equally and equitably regardless of race, gender, religion, age, physical and mental abilities and/or sexual orientation.
- Other duties as assigned

Case Management Includes:

- Assessment:
 - Complete a Functional Assessment within 30 days of the first meeting with a client and at least every 180 days after the development of the ICSP. The FA must be developed with input from the client and with the person's service providers and significant members of the person's support network
 - Review the DA
 - Assess with the person receiving MH-TCM the strengths, resources, supports, needs, functioning, physical and mental health conditions, safety, vulnerability and injury risk. Assessment should include family members, significant others and providers the person identifies as being important to his or her recovery process
 - Screen for substance use and abuse
 - Review and update documentation of the person's status, cultural considerations and functional description in all the FA domains specified in Minnesota statutes
 - Complete LOCUS assessment to determine resources and resource intensity needs
- Planning:
 - Develop an ICSP with clients and include the following:
 - Goals and the specific services
 - Activities for accomplishing each goal
 - Schedule for each activity
 - Frequency of face-to-face contact with the case manager
 - Complete an ICSP within 30 days of the first meeting with clients and at least every 180 days after the development of the service plan. Develop the service plan with the client, other service providers and significant members of the client's support network.



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- Referral and Linkage
 - Be familiar with the community and key contacts within particular agencies (housing, education, vocational, financial, health care services and other providers) to assist clients. Referral and linkage involves interactions with the client to:
 - Connect with informal natural supports
 - Link with the local community, resources and service providers
 - Refer to available health treatment and rehabilitation services
- Monitoring and Coordination
 - Ensure service coordination by reviewing programs and services for accountability and verify that everyone is addressing the same purposes stated in the ICSP so that the person is not exposed to discontinuous or conflicting interventions and services
 - Determine achievement of the goals and objectives in the ICSP to see if goals are being achieved according to the ICSP's projected timelines and continue to fit the person's needs
 - Determine service and support outcomes through ongoing observations, which can trigger reconsideration of the plan and its recommended interventions when the ICSP is not accomplishing its desired effects
 - Identify emergence of new needs by staying in touch with the person to identify problems, modify plans, ensure the person has resources to complete goals and track emerging needs

Required Skills

- Knowledgeable of resources within Twin Ports area to meet client needs and assist with appropriate referrals for medical, dental, mental health, housing, and chemical dependency care
- Time management skills for managing own caseload and organizational skills to work under clinical supervisor
- Language Skills: Ability to write reports, log entries, and correspondence. Ability to effectively present information and respond to questions from medical professionals, management, staff and clients
- Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization may exist. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form
- Physical Demands: Ability to walk, stand, climb stairs, bend, kneel, or crouch, use hands to write, use computers, and perform verbal crisis prevention/intervention techniques. An employee in this position may need to lift at least twenty-five pounds
- Knowledgeable in computers and databases
- Ability to maintain professional boundaries with clientele
- Ability to work in fast paced, quickly changing environment
- Ability to think and react quickly and decisively



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- Strong social and leadership skills
- Ability to work independently with little direction

Required Qualifications:

- (1) Meet DHS qualifications for Mental Health Practitioner in one of the following ways:
 - Has completed at least 30 semester hours or 45 quarter hours in behavioral sciences or related fields and has at least 2,000 hours of supervised experience in the delivery of services to adults or children with:
 - Mental illness, substance use disorder, or emotional disturbance, or
 - Traumatic brain injury or developmental disabilities and completes training on mental illness, recovery from mental illness, mental health de-escalation techniques, co-occurring mental illness and substance abuse, and psychotropic medications and side effects
 - Has at least 4,000 hours of supervised work experience in the delivery of services to adults or children with any of the following:
 - Mental illness, substance use disorder, or emotional disturbance, or
 - Traumatic brain injury or developmental disabilities and completes training on mental illness, recovery from mental illness, mental health de-escalation techniques, co-occurring mental illness and substance abuse, and psychotropic medications and side effects
 - Has at least 2,000 hours of supervised experience in the delivery of services to adults or children with any of the following:
 - Mental illness, substance use disorder, or emotional disturbance, or
 - Traumatic brain injury or developmental disabilities and completes training on mental illness, recovery from mental illness, mental health de-escalation techniques, co-occurring mental illness and substance abuse, and psychotropic medications and side effects; and receives clinical supervision as required at least once a week from a mental health professional until the requirement of 4,000 hours of supervised experience is met.
 - Has a graduate student internship or a bachelor's or master's degree and is a graduate student in behavioral sciences or related fields and is formally assigned by an accredited college or university to an agency or facility for clinical training
 - Has a bachelor's or master's degree with any of the following:
 - Holds a master's or other graduate degree in behavioral sciences or related fields
 - Holds a bachelor's degree in behavioral sciences or related fields and completes a practicum or internship that (1) requires direct interaction with adults or children served, and (2) is focused on behavioral sciences or related fields.
- (2) OR have a bachelor's degree in one of the behavioral sciences or related fields including, but not limited to, social work, psychology, or nursing from an accredited college or university.
- (3) Case managers without a bachelor's degree must meet one of the following requirements:



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- (1) have three or four years of experience as a case manager associate;
- (2) be a registered nurse without a bachelor's degree and have a combination of specialized training in psychiatry and work experience consisting of community interaction and involvement or community discharge planning in a mental health setting totaling three years; or
- (3) be a person who qualified as a case manager under the 1998 Department of Human Service waiver provision and meet the continuing education and mentoring requirements.

Preferred Qualifications:

- Current and valid drivers license
- Documented two years of freedom from chemical use problems