

**NORTHPOINTE BEHAVIORAL HEALTHCARE SYSTEMS  
JOB DESCRIPTION**

**Job Title/Designation:** Care Manager-Office Based  
**Reports To:** County Director  
**FLSA Status:** Non-Exempt/Exempt According to Salary Requirements of the FLSA  
**Classified As:** Professional  
**Effective Date:** 10/01/95  
**Revision/Review Date:** 12/04/18

**SUMMARY:**

Care management provides community based social work assistance to individuals with intellectual/developmental disabilities and/or serious mental illness. Programs are designed to meet the needs of special populations. Care managers collaborate with an interdisciplinary treatment team in assessment, diagnosis and person-centered planning by performing the following duties.

A review of this description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by the supervisors.

**QUALIFICATIONS:**

All providers must meet qualifications set in the Michigan Medicaid Provider Manual, including: must be at least 18 years of age; able to prevent transmission of communicable disease; able to communicate expressively and receptively in order to follow individual plan requirements and beneficiary-specific emergency procedures, and to report on activities performed; and in good standing with the law (i.e., not a fugitive from justice, a convicted felon who is either under jurisdiction or whose felony relates to the kind of duty to be performed, or an illegal alien). Licensed professionals must act within the scope of practice defined by their licenses.

This position will be knowledgeable and actively support: 1) culturally competent, recovery-based practices, 2) person centered planning as a shared decision making process with the individual, who defines his or her own life goals and is assisted in developing a unique path toward those goals; and 3) a trauma informed culture of safety to aid individuals in their recovery process. To support this, lived experiences with behavioral health issues is desired.

The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION, CERTIFICATES and/or EXPERIENCE:**

1. Bachelor's degree in social work (BSW) or from an accredited college or university or nursing degree that meets the requirement for licensure as a Registered Nurse in the State of Michigan..
2. Michigan Licensure as a Limited Licensed Bachelor's Social Worker or Licensed Bachelor's Social Worker or Registered Nurse. For Social Workers, must obtain full licensure (i.e., LBSW) within 6 months of being eligible for such licensure.
3. In lieu of the above, Bachelor's degree in a human service field with specialized training or one year of experience in treating or working with a person who has mental illness or intellectual/developmental disability, and performed in the role of a QMHP or QIDP prior to January 1, 2008.
4. Must meet the state qualifications to become a QMHP, QIDP and CMHP.
5. Must have a valid driver's license.

**LANGUAGE SKILLS:**

1. Ability to read, analyze, and interpret professional journals, technical procedures, or governmental

regulations.

2. Ability to write reports, business correspondence, and procedure manuals.
3. Ability to effectively present information and respond to questions from groups of managers, individuals, and the general public.

**MATHEMATICAL SKILLS:**

1. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
2. Ability to computer rate, ratio, and percent and to draw and interpret bar graphs.

**REASONING ABILITY:**

1. Ability to define problems, collect data, establish facts, and draw valid conclusions.
2. Ability to interpret an extensive variety of technical instructions and deal with several abstract and concrete variables.

**OTHER SKILLS AND ABILITIES:**

1. Participation in training and education as necessary to maintain current competency(s) in skill areas essential for implementing job duties and responsibilities.
2. Specialized competency includes knowledge of medical and behavioral issues with intellectually/developmentally disabled individuals and physical intervention techniques.
3. Must be of good moral character, emotionally stable, and pass a background check per Northpointe's policies and procedures.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. The employee is regularly required to talk or hear.
2. The employee frequently is required to sit.
3. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.
4. The employee must occasionally lift and/or move up to 10 pounds.
5. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

**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.

1. The employee occasionally works in outside weather conditions; while making community based contacts such as home visits, work site visits, visits to other agencies.
2. The noise level in the work environment is usually moderate.

**CONFIDENTIALITY:**

The effectiveness of NBHS and its services is dependent upon confidential relationships with people. It is the policy of NBHS that all service recipient related information shall be kept confidential according to Section 748 of Act No. 258 of the Privacy Acts of 1974. Employees shall not divulge information about other staff, service recipients or information contained in agency files, emails and records except to other employees who may need such information in connection with their duties.

**REQUIRED TRAININGS:**

The following Northpointe trainings are required for this position:

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| 1. CAFAS                  | Required within 6 months of hire. Biannual reviews are required. |
| 2. Children's Training    | 24 hours of training required annually.                          |
| 3. Clinical Documentation | Required within 30 days of hire. Reviews as necessary.           |

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| 4. Corporate Compliance & Ethics                                   | Required within 30 days of hire. Annual reviews are required.  |
| 5. Crisis Intervention*  | Required prior to providing ES. Reviews as necessary.  |
| 6. Customer Service I  | Required within 30 days of hire. Reviews as necessary.   |
| 7. Diversity   | Required within 30 days of hire. Annual reviews are required.  |
| 8. Driver Safety   | Required before driving an agency vehicle. Reviews as necessary.   |
| 9. Drug Free Workplace   | Required within 30 days of hire. Reviews as necessary.   |
| 10. Harassment   | Required within 30 days of hire. Reviews as necessary.   |
| 11. Health and Medications   | Required within 3 months of hire. Reviews as necessary.  |
| 12. HIPAA  | Required within 30 days of hire. Annual reviews are required.  |
| 13. Infection Control  | Required prior to initial assignments to tasks where occupational exposure may occur. Annual reviews are required. |
| 14. Jail Diversion   | Required within 30 days of hire. Reviews as necessary.   |
| 15. Medicare Parts C&D: Combatting Fraud, Waste & Abuse            | Required within 30 days of hire. Annual reviews are required.  |
| 16. Medicare Parts C&D: General Compliance                         | Required within 30 days of hire. Annual reviews are required.  |
| 17. Nonviolent Intervention  | Required within 3 months of hire. Annual reviews are required.   |
| 18. NorthCare Network Medicaid Basics                              | Required within 30 days of hire. Reviews as necessary.   |
| 19. NorthCare Network Org. & Comp.                                 | Required within 30 days of hire. Reviews as necessary.   |
| 20. NorthCare Plan for Difficult Times/Advance Directives          | Required within 30 days of hire. Annual reviews are required.  |
| 21. Organizational Determinations Appeals Grievance/MI Health Link | Required within 30 days of hire. Annual reviews are required.  |
| 22. PECFAS**   | Required within 6 months of hire.  |
| 23. Person Centered Planning/LEP                                   | Required within 30 days of hire. Annual reviews are required.  |
| 24. Recipient Rights   | Required within 30 days of hire. Annual reviews are required.  |
| 25. Safety   | Required within 30 days of hire. Annual reviews are required.  |
| 26. Trauma Informed Care Level 1&3                                 | Required within 30 days of hire. Annual reviews are required.  |

\*Required for Care Managers assigned WOD and on-call responsibilities.

\*\*Required for Care Managers with SED children, ages 4-6 on their caseload.

**ADDITIONAL TRAINING FOR CARE MANAGERS THAT ALSO ACT AS A SOCIAL SERVICE WORKER FOR A CHILD-PLACING AGENCY:**

1. Not less than 16 hours of orientation after initial appointment and before assumption of assigned duties, and 14 hours of training annually to include:
  - a. Characteristics and needs of children and families served.
  - b. Requirements of applicable statutes relating to the services the Agency provides.
  - c. Agency expectations for the worker to facilitate and supervise the care of children and to work with families served.
  - d. Agency expectations for the worker's role and responsibility with foster parents and other persons who provide care of services to children and families served.
  - e. Agency expectations for developing, maintaining and reviewing initial and updated service plans (individual plans of service) for children and families served.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Coordinates an ongoing assessment process to identify individual's strengths, abilities, disabilities, and needs based upon the utilization of diagnostic, evaluative, and progress reports.

Assists the individual in setting up medication and/or providing "eyes on" medication compliance monitoring.

Utilizes person-centered planning practices in delivery of services to individuals.

Develops an individual plan of service with provision for linkages to other services based on the needs of the

individual including residential, day program, rehabilitative services, DHHS, Social Security, etc.

Facilitates all treatment team meetings and assumes the final responsibility for organization and implementation of the individual plan of service.

Provides an ongoing process of treatment monitoring of services being delivered to an individual, assessing whether they are adequate for the needs of the individual and plan of service. This includes assessment of clinical outcome and individual satisfaction.

Links individual and individual's family to other community resources.

Conducts case transfers and case terminations in accordance with NBHS policy and procedure. Complies with the policies/procedures of the agency.

Prepares for the Behavior Management Committee and participates in the Committee as needed on a case-by-case basis.

Provides educational services to individuals, family members, guardians, and staff about intellectual/developmental disabilities, mental illness, specific treatment issues and recovery.

Provides advocacy for the individual to ensure needs are addressed and rights are protected.

Conducts emergency assessment and triage of psychiatric emergencies either in person or on telephone. Provides emergency services on a rotating basis with other staff. Develops an individual safety plan of service with provision for linkages to other services based on the needs of the individual.

Coordinates voluntary and involuntary hospitalizations; works with Probate Court.

Completes and maintains accurate, timely required documentation per NBHS documentation policies/procedures as verified through electronic monitoring; chart audits and applicable ELMER reports (unsigned documents, progress note timeliness, late IPOS, etc.). Completes documentation tasks electronically whenever possible (ex: capturing electronic signatures, etc.).

Care management service provision will coincide with current agency guidelines for minimum service provision at the applicable amount (FT-100%; PT-50%; SPT 25%)

**Additional Duties for care managers that also act as a social service worker for a child-placing agency:**

Places and supervises children in foster care, adoptive homes, or independent living. Works directly with the children, their families, and other relevant individuals.

Develops, implements, and reviews the service plans for the children and their families.

Assesses and certifies private family homes for licensure and supervises the homes.

Conducts adoptive evaluations of private family homes for adoptive placements.

**COMPETENCIES:**

1. Demonstrate ability to effectively access, link and coordinate services using a person-centered, multidisciplinary team process.
2. For care managers working with intellectual/developmentally disabled individuals: demonstrate an understanding of intellectual/developmental disabilities service options and can effectively use such knowledge in the development of effective goals, methodologies and therapeutic interventions.
3. For care managers working with mentally ill individuals: demonstrate knowledge and understanding of mental illness and recovery.

4. For care managers working with older adult individuals: demonstrate the ability to work and empathize with the aged, chronically/terminally ill; demonstrate full understanding of the OBRA PASARR screening regulations; and, demonstrate awareness of aging network and issues.
5. Demonstrate knowledge of high risk behaviors and be able to appropriately assess all populations for potential harm to self or others.
6. Demonstrate the ability to accurately assess crisis situations, determine appropriate interventions and provide clinical justification through comprehensive documentation.
7. Demonstrate the ability to effectively prioritize multiple tasks, demonstrate effective organizational and time management skills, meet required time frames, and document activities in accordance with policies and procedures.
8. Demonstrate effective oral and written communication skills, be able to present information to a variety of professionals and the general public.
9. Demonstrate proficiency in computer software necessary to perform job functions.
10. Demonstrate adherence to NBHS policies and procedures on confidentiality and individual rights.
11. Demonstrates knowledge and skills necessary to provide services to children and families served by Northpointe.
12. For care managers working with co-occurring individuals: demonstrates the ability to identify, assess, and link and coordinate substance abuse treatment needs. Demonstrates full understanding of substance abuse diagnoses and treatment modalities.
13. Demonstrate adherence to NBHS policies and procedures regarding medication set up and administration.

**JOB DESCRIPTION ACKNOWLEDGEMENT:**

I have received and reviewed this job description for Northpointe Behavioral Healthcare Systems. I fully understand my obligations and responsibilities as outlined herein.

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Employee Signature

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Date