

NORTHPOINTE BEHAVIORAL HEALTHCARE SYSTEMS JOB DESCRIPTION

Job Title: Intensive Crisis Stabilization Services Clinical Care Manager
Reports To: Director of Acute Services
FLSA Status: Non-Exempt/Exempt According to Salary Requirements of the FLSA
Classified As: Professional
Effective Date: 3/2/2020

SUMMARY:

This position is a Master level clinician who provides community based emergency services to children and families on an as needed basis throughout the county per the request of parents to address serious mental illness or emotional problems wherever they occur.

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. Minimum of a Master's Degree in Social Work, Psychology or Counseling, with Licensure in the State of Michigan as a Limited Licensed Master's Social Worker, Licensed Master's Social Worker, Temporary Limited Licensed Psychologist, Limited Licensed Psychologist, Temporary Licensed Professional Counselor or Licensed Professional Counselor. Must obtain full clinical licensure (i.e., LMSW, LLP or LPC) within 6 months of being eligible for such licensure.
2. Must meet the state qualifications to become a QMHP, QIDP and CMHP.
3. Must have a valid driver's license.

LANGUAGE SKILLS:

1. Ability to read, analyze, and interpret professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, individuals, and the general public.

MATHEMATICAL SKILLS:

1. Ability to work with mathematical concepts such as probability and statistical inference.

2. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY:

1. Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems.
2. Ability to deal with nonverbal symbolism (body language, facial expression, affect, etc.,) in its most difficult phases.
3. Ability to deal with a variety of abstract and concrete variables.

OTHER SKILLS AND ABILITIES:

1. Knowledge of the basic sciences underlying mental health practice in a community setting and ability to apply these principles to clinical practice.
2. Able to work with limited daily supervision and make accurate, rapid, independent decisions regarding planning, scheduling, and professional practice.
3. Ability to travel as required to attend meetings and training.
4. Participation in training and education as necessary to maintain current competency(s) in skill areas essential for implementing job duties and responsibilities.

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 noise level in the work environment is usually moderate.
2. The employee occasionally works in outside weather conditions.

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. Case Management | Required within 3 months of hire. Reviews as necessary. |
| 3. Children's Training | 24 hours of training required annually. |
| 4. Clinical Documentation | Required within 3 months of hire. Reviews as necessary. |
| 5. Corporate Compliance & Ethics | Required within 3 months of hire. Annual reviews are required. |
| 6. Crisis Intervention | Required within 6 months of hire. Reviews as necessary. |
| 7. Customer Service I | Required within 3 months of hire. Reviews as necessary. |
| 8. Diversity | Required within 3 months of hire. Annual reviews are required. |
| 9. Driver Safety | Required before driving an agency vehicle. Reviews as necessary. |
| 10. Drug Free Workplace | Required within 3 months of hire. Reviews as necessary. |

11. Harassment	Required within 3 months of hire. Reviews as necessary.
12. Health and Medications	Required within 3 months of hire. Reviews as necessary.
13. HIPAA	Required within 3 months of hire. Annual reviews are required.
14. Infection Control	Required prior to initial assignments to tasks where occupational exposure may occur. Annual reviews are required.
15. Jail Diversion	Required within 3 months of hire. Reviews as necessary.
16. Nonviolent Intervention	Required within 3 months of hire. Annual reviews are required.
17. NorthCare Network Org. & Comp.	Required within 3 months of hire. Reviews as necessary.
18. PECFAS**	Required within 6 months of hire.
19. Person Centered Planning/LEP	Required within 3 months of hire. Annual reviews are required.
20. Recipient Rights	Required within 30 days of hire. Annual reviews are required.
21. Safety	Required within 3 months of hire. Annual reviews are required.

*Required for Clinical Care Managers with SED children on their caseload.

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

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Interviews individuals to obtain information concerning clinical history for a psychosocial assessment, crisis stabilization, and emergency services assessments as needed

Services provided may include: individual, group, family therapy, psychosocial assessments, mental status exams, diagnosis and short term care management.

Coordinates with school-based personnel to provide services to deescalate problem behaviors

Provide advocacy, linking, coordinating, and monitoring to support child/adolescent in schools.

Effectively work as a team member including participating in all required trainings in each school district.

Continually educate school staff about existing and new policies and procedures that relate to our program and the child/adolescents we serve.

Plans and administers therapeutic treatment and/or intervention to assist individuals in controlling disorders and other problems, utilizing methods and/or techniques consistent with known professional best practices and ethical conduct.

Changes method and degree of therapy when indicated by individual reactions.

Consults with treatment team concerning the plan of service for individuals that may have regular ICSS or crisis needs.

Provides for consultation, reporting, coordination and referral to other agency staff and programs, community organizations, or external health care professionals as determined to be clinically appropriate.

Conducts measurement of individual clinical outcome and individual satisfaction as directed.

Provides contacts as needed and documents these contacts within a 24 hour period in individual's record.

Conducts emergency assessment and triage of psychiatric emergencies either in person or on telephone.

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

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

Provides intense crisis stabilization services daily with another staff. Hours for emergency services include 8-5.

Complies with the approved policies/procedures of the agency.

Documents and maintains case files according to NBHS policy and procedures and regulatory and accrediting agencies.

Coordinates voluntary and involuntary hospitalizations; works with Probate Court.

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

COMPETENCIES:

1. Demonstrate proficiency in brief, solution-focused therapy techniques.
2. Demonstrate proficiency in microcomputer software necessary to perform job functions.
3. Demonstrate ability to adhere to all NBHS policies and procedures regarding confidentiality and individual's rights.
4. Demonstrate ability to document services in clinical record according to NBHS policy and procedure.
5. Demonstrate effective assessment skills.
6. Demonstrate effective crisis intervention skills.
7. Demonstrate an awareness of community resources to link/coordinate treatment needs.
8. For clinical 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.
9. 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.

Employee Signature

Date