

NORTHPOINTE BEHAVIORAL HEALTHCARE SYSTEMS JOB DESCRIPTION

Job Title: Intensive crisis stabilization care manager-adult services
Reports To: Director of Acute Services
FLSA Status: Exempt
Classified As: Professional
Effective Date: 10/16/20

SUMMARY:

The major function of this position is to assess, link, monitor, treatment plan and provide follow-up services on individual needs. The goal is to meet the individual's needs in the least restrictive manner possible. The Care Manager actively participates on a treatment team which makes decisions in establishing treatment goals and a service plan. This position also performs other duties and responsibilities assigned by administration or work teams.

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.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. 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.

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.

EDUCATION, CERTIFICATES and/or EXPERIENCE:

1. Bachelor's degree in social work (BSW) or from an accredited college or university.
2. Michigan Licensure as a Limited Licensed Bachelor's Social Worker or Licensed Bachelor's Social Worker. . Must obtain full licensure (i.e., LBSW) within 6 months of being eligible for such licensure.
3. Must meet the state qualifications of a QMHP.
4. 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. 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. Participation in training and education as necessary to maintain current competency(s) in skill areas essential for implementing job duties and responsibilities.
2. 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. While performing the duties of this job, the employee is regularly required to sit and talk or hear.
2. 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.
3. The employee must occasionally lift and/or move up to 10 pounds.
4. 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. Adult CPR | Required within 30 days of hire. Reviews every 2 years. |
| 2. Clinical Documentation | Required within 30 days of hire. Reviews as necessary. |
| 3. Corporate Compliance & Ethics | Required within 30 days of hire. Annual reviews are required. |
| 4. Crisis Intervention | Required before beginning ES work. Reviews as necessary. |
| 5. Customer Service I | Required within 30 days of hire. Reviews as necessary. |
| 6. Diversity | Required within 30 days of hire. Annual reviews are required. |
| 7. Driver Safety | Required before driving an agency vehicle. Reviews as necessary. |
| 8. Drug Free Workplace | Required within 30 days of hire. Reviews as necessary. |
| 9. First Aid | Required within 30 days of hire. Reviews every 2 years. |

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| 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. IDDT Training | Required within 1 year 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 30 days of hire. Reviews as necessary. |
| 16. Medicare Parts C&D: Combatting Fraud, Waste & Abuse | Required within 30 days of hire. Annual reviews are required. |
| 17. Medicare Parts C&D: General Compliance | Required within 30 days of hire. Annual reviews are required. |
| 18. Nonviolent Intervention | Required within 3 months of hire. Annual reviews are required. |
| 19. NorthCare Network Medicaid Basics | Required within 30 days of hire. Reviews as necessary. |
| 20. NorthCare Network Organizational Compliance & Responsibilities | Required within 30 days of hire. Reviews as necessary. |
| 21. NorthCare Plan for Difficult Times/Advance Directives | Required within 30 days of hire. Annual reviews are required. |
| 22. Organizational Determinations Appeals Grievance/MI Health Link | Required within 30 days of hire. Annual reviews are required. |
| 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. |

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Assures that an individual plan of service for each consumer is developed, implemented, reviewed and updated on a regular basis. Reviews each plan of service in terms of measurable goals/objectives for each factor incorporated in the service care plan.

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

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

Provide advocacy, linking, coordinating, and monitoring to support individual in the community.

Effectively works as a team member including participating in all required treatment team meetings.

Assists with linking and coordinating individuals to community resources as needed.

Consults with treatment team concerning the plan of service for individuals that may have regular 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 intensive crisis stabilization services daily to those individuals in the program. Hours for emergency services include 8-4.

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 ability to effectively access, link and coordinate services using a person-centered, multidisciplinary team process.
2. Demonstrate knowledge and understanding of mental illness and recovery.
3. Demonstrate knowledge of high risk behaviors and be able to appropriately assess all populations for potential harm to self or others.
4. Demonstrate the ability to accurately assess crisis situations, determine appropriate interventions and provide clinical justification through comprehensive documentation.
5. Demonstrate the ability to prioritize multiple tasks, meet required time frames and document activities in accordance with policies and procedures.
6. Demonstrate effective oral and written communication skills, be able to present information to a variety of professionals and the general public.
7. Demonstrate proficiency in microcomputer software necessary to perform job functions.
8. Demonstrate adherence to NBHS policies and procedures on confidentiality and individual rights.
9. Demonstrates the ability to identify, assess, and link and coordinate substance abuse treatment needs. Demonstrates full understanding of substance abuse diagnoses and treatment modalities.
10. 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