



Job Description

Department:	Department of Mental Health	Location:	San Fernando / Canoga Park
Job Title:	Case Manager	Reports to:	Clinical Supervisor
Exempt/Non-Exempt:	Non-Exempt	Revision Date:	6/2023
Position Type:	Full-Time	JD Approved by:	Angie Sanchez
Pay Range	\$19-\$22	Position Number:	

Job Description

Position Summary

El Centro de Amistad (ECDA), funded by the Department of Mental Health, provides mental health services to the Greater San Fernando Valley. The main task of the Case Manager is to assist clients with linkages for services and completing case management assessments at intake. The Case Manager is in charge of ongoing agency paperwork, maintaining contact with designated resources such as educators, other mental health agencies and county entities. The Case Manager is also responsible for following up with clients to provide appropriate resource(s) linkage to meet their mental health and psychosocial needs. The Case Manager is expected to maintain clinically appropriate communication with the client's therapist throughout the time that the resources are being provided. The Case Manager is supervised by the Clinical Supervisor to ensure that quality and efficient mental health services are provided to clients. After hours, weekends and other tasks may be assigned and needed.

Role and Responsibilities

- The Case Manager is responsible for following up with clients to provide appropriate resource(s) linkages to meet their mental health and psychosocial needs.
- The Case Manager may provide other services such as rehab, advocacy, and groups.
- The Case Manager will attend outreach events and trainings as directed.
- The Case Manager must be able to work effectively with their team members and supervisor, demonstrate adaptability, and have the ability to accomplish program goals and objectives.
- The Case Manager is responsible for meeting deadlines and productivity requirements.
- The Case Manager should demonstrate empathy, courtesy, interest, and a willingness to adhere to safety rules.
- The Case Manager will attend, and represent, El Centro de Amistad at meetings, trainings, and conferences.
- Must have a valid California driver's license, the use of a reliable personal vehicle and liability insurance coverage.
- The position requires travel between offices and to field locations (e.g., home, school or in the community) as needed to work with clients, network with ECDA staff and other agencies.

Qualifications and Education Requirements

- Bachelor's Degree (BA/BS) in a related field.
- Experience in the social service field and familiar with the mental health field.
- Bilingual (English/Spanish) with excellent oral and written communication skills.
- Must have excellent verbal and written communication skills.
- Must have experience in EHR & DMH systems/paperwork/policies, as well as Medi-Cal system knowledge.
- Must clear HIPAA certification, Department of Justice, and TB clearance.
- Strong computer literate including Microsoft Word, Excel, Access, Adobe PDF, Outlook, Google Drive and Internet.
- Must have valid California driver's license, use own vehicle and be responsible for all liability on vehicle.

Preferred Skills

- Have prior CM experience.
- Have experience with running groups.



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Comment

Candidates must be able to work effectively with their team and Manager, demonstrate adaptability, and can accomplish program goals and objectives. Candidates should demonstrate empathy, courtesy, interest, and a willingness to adhere to safety rules, as well as computer, email, Internet, and dress code policies. Must have valid California driver’s license and use of personal vehicle that has liability car insurance.

The benefits of joining the ECDA team include health insurance, vision, dental, long-term disability, AD&D, life insurance, vacation, sick leave, paid holidays, jury duty, bereavement, and 401K matching.

All employees must demonstrate an understanding, patient, and receptive attitude toward individuals of varied age groups, behaviors, and varied disabilities. Employees must have the ability to maintain composure under stressful conditions. Staff must be able and willing to work with clients who have special needs and/or aggressive behaviors (i.e., biting, kicking, hitting, emotional outburst, etc.). Staff must have behavior management strategies and techniques relating to clients experiencing behavioral difficulties, positive behavioral interventions and applied behavioral analysis.

El Centro de Amistad provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, El Centro de Amistad complies with applicable state and local laws governing nondiscrimination in employment at every company location. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Acknowledgment

By signing below, I acknowledge that I have read and understand the position description for this position, including the working conditions listed below. I feel I am qualified to perform the position duties as described, including the physical and mental requirements as outlined.

By signing below, I feel I am qualified to perform the position duties as described with the following reasonable accommodations:

Employee Name:		Date:	
Employee Signature:			



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Physical Demands:			
	FREQUENTLY	OCCASIONALLY	SELDOM
Sitting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lifting 50 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Carrying	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Squatting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Kneeling	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pushing/Pulling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Seeing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hearing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speaking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flexibility	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine Finger Movement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental Demands:			
Outside:	Ability to spend 20% of work time outside		
Inside:	Ability to spend 80% of work time indoors		
Noise:	Ability to withstand moderate to high noise levels, including voice levels 90% of time		
Heat:	NA		
Cold:	NA		
Electric Equipment:	Ability to operate office equipment, computer, copier, and cellphones		
Work with Others:	100% of time spent working and interacting with team and other departments		
Reading	Ability to read at a college level		
Writing	Ability to write at a college level		

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by staff members assigned to this job. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of the staff member assigned to this job.