



Class Code: 04-0673  
FLSA: Non-Exempt  
EEO: 04  
Bargaining Unit: 04  
Revised: 10/2020

## **MENTAL HEALTH CASE MANAGER**

### **DEFINITION**

Under general supervision, performs a variety of paraprofessional and treatment support services for behavioral health clients; performs initial client interviewing and service intakes; learns procedures, develops, and facilitates client services and case management plans; recommends assignment of cases to professional staff; and performs related duties as assigned.

### **DISTINGUISHING CHARACTERISTICS**

This is the entry level class in the Mental Health Case Manager series. Under close supervision, incumbents perform basic assignments providing support services to individuals, couples, families, or groups.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direction from supervisor or management staff, depending on areas of work assignments. May serve as a lead to technical, and administrative support staff.

### **EXAMPLES OF ESSENTIAL DUTIES**

Class specifications are intended to present a descriptive list of the scope of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

- Meets with individuals, families, and groups to provide a variety of case management and support services related to an assigned program or service area.
- Assists with the management of clients involved in group therapy, socialization, or therapeutic activity.
- Prepares client schedules, monitoring attendance, participation and progress.
- Provides support in clinic and community settings.
- Assists with the development of program services and functions.
- Communicates with, listens to, and observes clients in individual/group counseling sessions.
- Obtains information to assess clients' needs.
- Prepares and maintains case records and documentation of support services.
- Assists with the development and implementation of specialized prevention and recovery support activities, including support groups, parenting education, life experience activities, and supported independent living, recreation, and work experience.
- Provides support services, including office support and receptionist services, as needed.
- Works with an individual to facilitate access and use of community resources.
- Maintains records of services provided as required by state and federal regulations and department policies.
- Assists other staff with support, office, transportation, and other program related activities.
- Performs related duties as assigned.

### **MINIMUM QUALIFICATIONS**

#### **Knowledge of:**

- General principles, procedures, techniques, and trends related to counseling, therapy, and guidance of

individuals, groups, and families in mental health programs and/or alcohol and drug treatment and prevention programs.

- Interviewing and client assessment techniques.
- Crisis intervention methods and techniques.
- Modern office practices, procedures, and equipment.
- Maintenance of files and information retrieval systems.
- Computer systems and databases

**Ability to:**

- Learn the biological, behavioral, and environmental aspects of mental health and behavioral problems.
- Learn the state, federal, and local laws, regulations, and requirements for the provision of counseling services.
- Learn the legislative and administrative rules and regulations pertaining to Lanterman-Petris-Short and Short-Doyle services.
- Learn the scope and activities of public and private health and welfare agencies and other community resources.
- Interview clients for mental health and/or substance abuse services, developing initial assessments regarding program eligibility and client needs.
- Perform a variety of mental health support services with individual clients and groups, as assigned.
- Learn to apply and explain federal and state laws, rules, and regulations governing behavioral health programs and services.
- Use computerized methods used by the department for maintaining and updating records.
- Develop and maintain cooperative, constructive relationships with families of clients, members of professional disciplines, social agencies, and staff.
- Prepare clear, concise, and comprehensive casework records, and make sound recommendations.
- Develop and implement client case management services.
- Effectively work with clients, groups, and families.
- Recognize a potential crisis and deliver crisis intervention services.
- Handle stress and unusual client behavior.
- Maintain confidentiality of case information and use discretion in sensitive situations.
- Effectively represent the mental health department with the public, community organizations, other County staff, and other government agencies.
- Regularly work well under pressure, meeting multiple and sometimes conflicting deadlines.
- Constantly demonstrate cooperative behavior with colleagues, supervisors, and customers/clients.

**Licensing and Certifications:**

Possession of, or ability to obtain, a valid California Driver's license.

**Education and Experience:**

Completion of college courses in a behavioral or social service area; coursework in addiction, psychology, sociology, social work, counseling, or a closely related field.

Previous work experience in providing case management services and would provide the knowledge and skills listed above is highly desirable.

Additional relevant experience, which would provide the knowledge and skills listed above, may be substituted for the education requirement.

## **Special Requirements:**

Incumbents may be subject to stand by and/or call back outside of regularly scheduled work hours.

## **WORKING CONDITIONS, ADA AND OTHER REQUIREMENTS**

The County of Lake is an equal opportunity employer. The County of Lake will comply with its obligations under the law to provide equal employment opportunities to qualified individuals with disabilities.

Positions in this class typically require sitting, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing, and repetitive motions.

**Sedentary Work:** Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

**Light Work:** Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for light work.

Incumbents generally work in a typical office environment with adequate light and temperature. There may be occasional exposure to extreme temperatures, loud noise, fumes, noxious odors, dust, mist, gases, and poor ventilation; underground, confined, or restricted workspaces; and heights more than five stories above ground level. Incumbents may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Positions in this class may require local and statewide travel as necessary.

**Disaster Service Workers:** As members of the County of Lake Emergency Services Organization, all County of Lake employees are designated as Disaster Service Workers during a proclaimed emergency and may be required to perform certain emergency services at the direction of the department/county.

**The contents of this class specification shall not be construed to constitute any expressed or implied warranty or guarantee, nor shall it constitute a contract of employment. The County of Lake assumes no responsibility beyond the general accuracy of the document, nor does it assume responsibility for any errors or omissions in the information contained herein. The contents of this specification may be modified or revoked without notice. Terms and conditions of employment are determined through a “meet and confer” process and are subject to the Memorandum of Understanding currently in effect.**