

Job Title: Care Manager

Job Purpose: The primary responsibilities of the Care Manager are to plan, coordinate, track and monitor care across a spectrum of services for individuals of all ages with Serious Mental Illness (SMI) or Severely Emotionally Disturbed (SED), Co-Occurring Disorders, physical health needs and may have complex involvement with multiple, social support systems.

Essential Job Functions:

1. Connects individuals to resources to increase health, resiliency and satisfaction, including access to physical and behavioral health, social services, transition to/from inpatient facilities, hospitals, residential programs, housing, educational systems and employment opportunities.
2. Communicates with aftercare providers for individuals receiving services and delivers follow-up through monitoring, education, and consultation.
3. Assists individuals with developing relationships; coordinates and monitors services; tracks service activities in relation to the person-centered plan.
4. Ensure Monarch's admission and discharge procedures are observed.
5. Coordinate admissions, transfers and discharges under the supervision of the CCBHC Nurse Care Manager.
6. Complete telephonic or face-to-face assessments to determine appropriate level of care and make an initial determination as to whether the individual receiving services is a member of a targeted population.
7. In collaboration with treatment team members, works with individual and parent/caregiver to develop a crisis plan.
8. Identify, prevent, intervene, and stabilize crisis as needed by making expeditious and sound clinical decisions so that the individual receiving services receives timely and appropriate services.
9. Provides services to individuals including assertive outreach, establishing support networks, crisis and family intervention, crisis management.
10. Assist individuals in identifying strengths and needs; and as designated by the Nurse Care Manager or designee, identify formal and informal supports and lead the Person-Centered Process.
11. Attend and actively participate in meetings and training as required. Maintain current licensure and certification in all agency, state and federal training requirements.
12. Demonstrate knowledge of and comply with all agency policies and procedures, as well as state and federal statutes and regulations related to specific program areas.
13. Demonstrate knowledge of emergency procedures and assist in crisis situations.
14. Complete all other relevant responsibilities as assigned by the supervisor.
15. Driving and travel may be required.

Prerequisites:

1. Qualified Mental Health Professional (QMHP) status based on North Carolina State guidelines.
2. Valid North Carolina Driver License.