

# Adult – Case Manager

**Status:** Full-time Position

**Location:** Washington County

**Reports To:** Washington County Program Manager

**General Description:**

## **COMMUNICATION**

- Communicates questions or concerns to program manager, assistant program manager or other staff as directed.
- Has frequent communication with assigned clients as designated by approved authorization level.
- Responds quickly and appropriately to random chart audits.
- Shares knowledge and resource information with coworkers and other PCMS staff.
- Acts as liaison for PCMS with community agencies and other local mental health agencies and providers, promoting positive and effective collaboration.

## **CLIENT SERVICES**

- Ensures the participants' needs are being met through ongoing assessment and reflected in the care plan.
- Screen participants evaluates individual situations and reports pertinent findings to the Assistant Program Manager (APM) or Designee.
- Identify barriers to participants and provides assistance to overcome allowing for success.
- Demonstrates ability in providing supportive services for participants to help them achieve goals as specified in the care plan.
- Must complete a home visit or visit at another location suitable to the participant's needs (required at minimum every 90 days). Documentation of home environment must be present in the participant's chart.
- Complete referrals and linkages to community-based resources as established within the care plan.
- Responsible for completing face-to face interactions with participants as outlined by the ASO to ensure the care plan is being adequately achieved.

## **JOB KNOWLEDGE**

- Shall be knowledgeable of the eligibility requirements and application procedures of federal, state, and local government assistance programs which are applicable to participants. (MA, SSI, DSS Programs, Housing).
  - Ensure compliance of all PCMS policies and regulations, and state laws and regulations
  - Complete in-services according to PCMS standards
  - Completes individual clinical supervision monthly
  - Attends and actively participates in monthly staff meetings and group clinical supervision.
  - Attends and actively participates in PCMS events
  - Completes quarterly shadow visits with PM or APM as requested.

## **DOCUMENTATION MANAGEMENT**

- Shall maintain participant's chart (electronic and/or paper) and all associated documentation in accordance with COMAR 10.09.45.04 timely and accurately.
  - Calendar – Scheduled visits (Potential and completed, Cancellations and mileage)
  - Encounter Notes (Completely fills out encounter tickets with fact-to face, collateral time, diagnosis, visit number, authorization, both signatures of client & case manager).
  - Monthly summaries - Monthly summaries completed when encounter tickets do not address every goal as stated in the care plan.
  - Care Plan – Care plans are signed within 10 days of their creation.
  - Demographics – Verifies and updates.
  - Release of Information – verifies and updates.
  - Ensure that all documents are signed appropriately by the participant and worker completing paperwork.
- All documentation must be completed in 24 hours.
- Completes a home visit every 90 days and documents in EMR.
- Completes referrals and linkages to community-based referrals as established within the care plan and documents.
- Responsible for completing full face-to-face decimation (including CC time) with clients as required by COMAR to ensure accurate billing of services.

## **LEADERSHIP**

- Empower the participant to secure needed services. Present participant with options to services that may be available and best suited to their individual needs.
- Take any necessary actions to secure services on the participant's behalf
- Encourage and facilitate the participant's decision making and choices leading to accomplishment of the participant's goals.
- Act as a liaison for PCMS with community agencies and other local mental health agencies and providers, promoting positive and effective collaboration.
- Participates in on-call coverage rotation

## **PROFESSIONALISM**

- Shall safeguard the confidentiality of the participant's records in accordance with state and federal laws and regulations governing confidentiality.
- Promotes PCMS internally and externally in positive & professional manner.
- Maintains licensure, if applicable.
- Utilizes PCMS resources and equipment appropriately and efficiently.
- Responsible for attending one education event per year to enhance knowledge of the mental health field.
- Strive to improve upon presentation skills so that information is clearly understood, engaging for the team, and acted upon.
- Gain a more in-depth perspective of how each department/area is run and how specifically your contribution enhances the overall achievement of the organization.
- The ability to manage remotely, by setting good communication guidelines.
- Building a team culture of open feedback.

## **QUALITY AND PRODUCTIVITY**

- Responsible for maintaining accurate caseload listing and potential visits.
- Ensure timely and accurate billing is submitted for reimbursement compliance as outlined by payor source and/or PCMS standards and policies.
- Works schedule according to the needs of agency's delivery of quality service.
- Actively provides case management services to enable participant's wellness and recovery through managing number of cancelations.
- Completes number of visits per day to adequately provide participants with quality of care monthly.
- Completes documentation according to PCMS standards and policies.

## **TEAMWORK**

- Actively participates in group supervision by providing accurate information for case review and joining in general discussion under clinical supervisor.
- Actively works with assessment coordinator to re-engage participants who are currently in pending status and/or current participants needing reassessment.
- Attends PCMS staff meetings, group supervision, assessment rounds and other meetings as identified by APM, PM or Executive Director.
- Maintains good working relationship with other staff members and contributes to positive work environment.

## **SAFETY/WORK ENVIRONMENT**

- Utilizes practices to ensure workplace safety while working in the following environments: home, office, and vehicle.
- While performing the duties of this position the employee travels by automobile and is exposed to changing weather conditions.
- The employee will work in varied residential environments based on assigned caseload such as private homes, schools, hospitals/institutions, or other environments. The employee may be exposed to a variety of conditions while in the client's environment.

## **Employment Requirements:**

- Bachelor's Degree in Human Services, preferred
- Minimum of 1 year experience in behavioral health working with children, youth, and/or families
- Knowledgeable regarding community resources related to mental health and case management.
- Ability to work autonomously, manage a designated caseload and deliver quality services.
- Ability to work with all programs, be knowledgeable and provide support to program support staff, case managers, mentors, clinical staff, and program managers.
- Good communication skills, written and verbal.
- Valid Driver's license, dependable transportation, and vehicle insurance

If you are interested, please send your resume to [recruiting@pcmsinc.org](mailto:recruiting@pcmsinc.org).

Potomac Case Management supports a diverse workforce and is an Equal Opportunity Employer that does not discriminate against individuals. We provide equal employment opportunities without regard to race, ethnicity, color, religion, sex, national origin, age, disability, marital/familial status, veteran status, sexual orientation, gender identity, gender expression, genetic information, or any other protected characteristic applicable under law.