

## **MENTAL HEALTH ASSOCIATION OF ORANGE COUNTY**

### **JOB DESCRIPTION**

**TITLE:** CASE MANAGER – MULTI-SERVICE CENTER

**SUMMARY:**

Under direction of the Program Director and/or the Assistant Coordinator, the Case Manager is responsible for assisting in the day-to-day operation of the Multi-Service Center, with a special focus on managing a caseload of Consumers.

**REPORTING RELATIONSHIPS:**

This position reports to the Program Director and/or the Assistant Coordinator of the Multi-Service Center.

**STATUS:** Full-time, Non-Exempt

**DUTIES AND RESPONSIBILITIES:**

**Essential:**

1. Conduct intake assessments and orientations for all new Consumers.
2. Develop an Individualized Service Plan (ISP) in conjunction with Consumer, for each Consumer on caseload.
3. Manage a caseload, with a focus on monitoring Consumers' progress towards ISP goals.
4. Work with Care Coordinators and other staff in County Outpatient Mental Health System to bring about improvement in Consumers' lives.
5. Provide support and monitor center work units.
6. Facilitate weekly group activities as agreed upon with the Program Director and/or the Assistant Coordinator.
7. Create and maintain a positive atmosphere of acceptance for Consumers.
8. Offer services to Consumers, such as showers, laundry, meals, clothing, van transportation, games, reading materials and other activities.
9. Assist Consumers in medication management.
10. Complete and maintain case files in an accurate and timely fashion.
11. Collect and submit daily statistics on appropriate forms in an accurate and timely manner.
12. Attend weekly staff meetings and other designated meetings.

**Secondary:**

1. Act as Center Officer of the Day as needed.
2. Perform other duties as assigned by Program Director and/or the Assistant Coordinator.

## **QUALIFICATIONS:**

1. Bachelor's Degree in Social Work or related field, or two years' experience in social work.
2. Two years' experience working with homeless persons, or related social service experience.
3. Knowledge of severe mental illness and its symptoms.
4. Knowledge of substance abuse treatment preferred.
5. Bilingual (Spanish/English or Vietnamese/English)/Bicultural ability and knowledge is desired but not required.
6. Possession of a California driver's license and a driving record meeting agency insurance requirement.
7. Must adhere to agree upon schedule coordinated with the Program Director.

## **PHYSICAL DEMANDS:**

1. Sit in a stationary position at least 50% of the time.
2. Frequently move about the office to access file cabinets, office machinery, etc.
3. Ability to operate a computer and other office productivity machines, such as a multi-line phone system, calculator, copy machine, and computer printer. Must have the physical dexterity to be able to type at minimum 35 WPM.
4. Communicates daily with Consumers, staff and outside resources that have inquires; must be able to exchange accurate information in these situations.
5. Ability to lift a minimum of 20 pounds.
6. Occasionally transport clients in personal and MHA vehicle.

*Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.*

*The Mental Health Association of Orange County is an equal opportunity employer. We encourage all qualified individuals to apply for open positions regardless of race, color, religion, sex, sexual orientation, national origin, age, disability, or any other legally protected status.*