

Case Management Specialist- QMHA Traditional Health Worker

Last revised: 3/2024-RHL

About South Lane Mental Health:

Located in Cottage Grove, Oregon, South Lane Mental Health is guided by an enduring commitment to provide individualized mental health services with compassion and respect. South Lane Mental Health's staff provides a variety of therapeutic services to over 2,000 individuals in Cottage Grove and the surrounding rural communities. Our employees have a wide range of backgrounds, educational attainment and skill sets. We strive to create an agency community characterized by empowerment, compassion and innovation.

Reports to: Case Management Services Program Manager

The Case Management Specialist- Traditional Health Worker works as a QMHA on the Case Management Team and provides support for clients seeking mental health care and/or medical care, working closely with providers, primary care teams, and other agencies, as well as SLMH's mental health treatment teams and the client to improve patient care and outcomes. They will also provide additional case management services as needed to provide comprehensive holistic care, and otherwise assist their clients, and the Case Management Team.

Duties and Responsibilities:

Care Coordination and Service Provision

- Establish positive, supportive relationships with clients, provide feedback, and motivate clients to be active, engaged participants in their health.
- Assist assigned clients in accessing health related services, including but not limited to: obtaining a medical home and/or primary care provider, providing instructions on appropriate use of a medical home and/or medical providers and services, and overcoming barriers to obtaining needed medical care and social services.
- Provide individual therapeutic services to clients using identified treatment modalities to address symptoms and help develop skills.
- Assess client status, and identify best techniques and tools to further treatment, including doing initial assessments for newly assigned clients, profiling symptoms, and developing treatment plans for assigned clients.
- Help clients in utilizing resources, including scheduling appointments and assisting with completion of applications for programs for which they may be eligible.
- Build and maintain positive working relationships with clients, providers, nurse care managers, agency representatives, supervisors and office staff.
- Work with medical providers to reduce cultural and socio-economic barriers between clients and institutions, and assist with ensuring clear communications between clients and medical providers, including attending medical appointments with clients as necessary.
- Help assigned clients develop health management plans and goals, and follow-up with health management/care plans with both clients and providers.
- Assist client in understanding care plans and instructions, and coach clients in effective management of chronic health conditions and self-care.
- **Understand that many clients have been traumatized and strive to constantly provide services from a respectful, trauma-informed perspective.**

Complete administrative and continuing education responsibilities

- Schedule appointments with assigned clients, and coordinate and maintain appointment calendar.
- Complete all required paperwork, including notes on each session and individual client paperwork, in a timely manner.
- Meet requirements regarding productivity and dependability.
- Coordinate with co-workers and treatment teams, including participating in complex case reviews or family systems reviews as necessary.
- Actively participate in clinical supervision, team meetings, and staff meetings.
- Engage in continuing education activities and trainings, and continually build skills.
- Participate in completeness and quality reviews as required.
- As required, positively represent SLMH in the community and with other service providers, and/or act as a liaison with other organizations or with internal committees/cross-departmental teams.
- Perform all duties in a respectful and responsible manner, both with clients and coworkers, and in a manner that meets all professional ethical standards.
- Additional duties as requested.

Qualifications:*Education and Experience:*

- Bachelor's degree in social services, behavioral health, or a related subject; or at least 3 years of active employment in the field of mental health service provision.
- Certification as a Traditional Health Worker (Peer Support Specialist, Community Health Worker, or Health Navigator) significantly preferred, but not required.
- Ability to be credentialed as a QMHA through MHCBO; and/or Community Health Worker Certification and inclusion on the Traditional Health Worker Registry.
- Experience working in a mental health setting preferred.

Skills, Knowledge, and Abilities:

- Familiarity with medical terminology and medical systems, preferred.
- Strong attention to detail and organizational skills.
- Ability to work independently and as part of a team.
- Ability to remain calm and professional in stressful situations.
- Ability to balance clinical, cultural, and ethical values, particularly as relates to client and staff needs.
- Strong written and oral communications skills.
- Ability to interact positively with people of all ages and cultural background.
- Ability to work both independently and as part of a collaborative team environment.
- Sound computer and documentation skills.

Working conditions and physical requirements:

- This is a physically active role, located in partially an office environment and partially in many community locations, including client homes, and requires regular interaction and engagement with clients. The employee is regularly required to talk or hear, walk, stand, communicate through speech, and use tools or controls. Occasional need to lift and/or move up to 25 pounds.
- Valid Driver's License Required; travel between offices, client homes and community locations required multiple times per day and ability to respond to locations up to 20 miles away in a timely fashion required. Some client transportation required.

Case Management Specialist – Tier 5

1.0 FTE – Starting at \$18.90/Hour – 100% Employer Covered Comprehensive Benefits Package