

Volunteer Center of Santa Cruz County
Community Connection: Mental Health Division of the Volunteer Center
Wellness Connect Program

Case Manager

General Description

Under supervision of the Wellness Connect Program Manager, the Case Manager provides coordinated care for a caseload of 15+ young adults with a mental health diagnosis in the Santa Cruz County Behavioral Health System of Care. The Case Manager will provide a range of mental health treatment and case management services to support transition age youth (TAY) ages 18 – 25, including assessments, treatment plans, crisis intervention, motivational interviewing, rehabilitation counseling, referrals to community providers, and employment, education and housing support. The position is responsible for helping TAY achieve resiliency, connection to meaningful activity, and sustainable recovery. The Case Manager works in collaboration with the Santa Cruz County Behavioral Health (SCCBH) TAY Psychiatrist and Therapists assigned to the TAY/Wellness Connect Coordinated Specialty Care (CSC) team.

Functions And Duties

Case Management

1. Provides coordinated care for a caseload of 15+ SCCBH TAY clients with a mental health diagnosis.
2. Responsible for performing strength-based assessments and treatment plans aimed at guiding each TAY client towards recovery and resiliency.
3. Links clients to essential community-based services and supports.
4. Provides intensive clinical and rehabilitation services to clients including crisis intervention, coping skill building, motivational interviewing, symptom management and skill development.
5. Utilizes a variety of evidence-based practices (EBP) to assist TAY clients in achieving mental health goals including the EBP's of Supported Employment, NAVIGATE, Mindfulness-Based Stress Reduction and Motivational Interviewing.
6. Teaches psychoeducation to assist individuals in understanding and managing their mental health diagnosis.
7. Works in collaboration with the Employment Specialist to provide vocational assessment, employment counseling, and job skills training to help program participants identify and define their employment, vocational, educational, and wellness goals.
8. Advocates for the client in a variety of settings including family, work, school and residential treatment settings.
9. Assists participants in identifying and addressing barriers to employment, education and/or other independent lifestyle goals through use of symptom management techniques, coping skills and/or development of independent living skills.
10. Collaborates with SCCBH Psychiatrist and Therapist assigned to TAY clients to coordinate and guide client's treatment.
11. Meets clients in the community to assist clients in achieving treatment goals.

Program Operations

1. Develops, documents and maintains records of services provided to clients in the Electronic Health Records database, Avatar, in accordance with Medi-Cal requirements.

2. Collaborates with Wellness Connect and SCCBH clinicians to provide Coordinated Specialty Care (CSC) services to clients.
3. Provides daily outreach activities for caseload to increase access and engagement in treatment services.
4. Assists the Advocacy and Engagement Coordinator in linking clients to online self-help and psychoeducational services.
5. Actively participates in frequent collaborative meetings with the Wellness Connect team, Santa Cruz County Behavioral Health TAY team and All Staff meetings.
6. Tracks and produces relevant information for the purposes of monthly and/or quarterly reports.
7. Maintains minimum Medi-Cal billing requirements, as determined by the supervisor.
8. Attends required trainings for the position including Culturally & Linguistically Appropriate (CLAS) and clinical trainings
9. All other duties as assigned.

Required Skills and Abilities

- B.A. in a related field and a minimum of two years relevant experience working with adults with a mental health diagnosis.
- Experience providing case management services
- Trained in specialized clinical approaches (i.e., Motivational Interviewing, Trauma-Informed Care, etc.)
- Ability to organize and document own work and supervise work efforts.
- Ability to demonstrate highly specialized counseling skills including active and reflective listening, crisis de-escalation, problem solving, etc.
- Capability to form positive, productive, and collaborative relationships with co-workers, program participants, partnering agencies, other community agencies, and community members.
- Ability to work with a variety of cultures and backgrounds.
- Strong boundary skills and the integrity to handle sensitive information in a confidential manner.
- Ability to self-start and perform work without specific directions.
- Professionalism, punctuality, flexibility, and reliability are imperative.
- Excellent verbal, written, and interpersonal skills.

Plus Factors

- Personal or family experience with mental health challenges.
- Bilingual in Spanish and English.

Employment Terms and Conditions

The Case Manager is classified as a Mental Health Specialist III and reports to the Wellness Connect Program Manager. Hourly pay is dependent on experience with a starting hourly rate of \$20.80 - \$26.46. This is a full-time position budgeted at 40 hours per week. The position includes our comprehensive benefits package including 401(k) retirement plan with employer match, health insurance, paid vacation, sick leave, holiday pay, floating holidays, chiropractor/acupuncture, vision, and Employee Assistance Program access. This position also requires mandated reporting and adherence to HIPAA and 42 C.F.R.

All qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, ancestry, physical handicap, or disability, medical condition, marital status, gender, sexual preference, age, veteran status, or any other non-merit factor unrelated to job duties.