### Case Manager II

**General Description:**

The Case Manager II will serve clients assessed as high acuity and who have co-occurring mental health and substance abuse disorders or other significant challenges. The position will be responsible for helping clients to move towards readiness to enter necessary treatment, access medical care and other support services and resources, in addition to promoting long term adherence to medical care and treatment plans by focusing on behavioral health and other concerns.

**Specific Responsibilities:**

* Conducts new client intakes as required.
* Completes psychological assessments and diagnosis.
* Develops a comprehensive care plan based on an assessment of eligibility, needs, barriers, mental health and substance use status, acuity and established resources. Obtains all necessary consent forms and updates documentation as required.
* Works with clients to help them to achieve readiness to enter necessary treatment.
* Links clients to medical care, behavioral health and psychosocial support services; follows-up on referrals and facilitates access to services.
* Provides behavioral health support, links clients to treatment for mental health disorders and substance abuse as necessary and provides needed support after discharge.
* Provides necessary therapeutic treatment and care for mental health and/or substance use disorders.
* Identifies emerging barriers and needs and helps clients to address concerns through problem solving, education, referrals, partnership and advocacy.
* Maintains contact with clients based on acuity level and contact standards.
* Conducts home-based assessments and other off-site visits as appropriate.
* Follows established case management standards of care and agency procedures.
* Completes accurate and timely documentation of all client encounters as required and submits all necessary reports to supervisor on time.
* Assists with management of crisis situations related to clients.
* Other duties as assigned.

**Reports to:**

* Case Management Supervisor

**Direct Reports:**

* None

**Required Knowledge, Skills and Abilities:**

* Proficiency in Excel, Word, and Outlook.
* Ability to work in a positive and empathetic manner with persons who have HIV/AIDS.
* Working knowledge of medical/psychosocial resources and the medical and psychosocial complexities of HIV/AIDS.
* Demonstrated knowledge and experience working with clients with mental health and substance use disorders.
* Ability to effectively communicate in verbal and written formats.
* Ability to collaborate with community service providers.
* Ability to establish effective working relationships with clients.

**Education and Experience**

* Master’s degree in social work or psychology.
* Texas licensure (LMSW or LPC) preferred.
* 2 years’ experience providing case management for people living with HIV or other chronic conditions preferred.

Bilingual in English/Spanish is highly desirable.

*This publication is part of a series of manuals that describe models of care that are included in the HRSA SPNS Initiative* Building a Medical Home for HIV Homeless Populations*. Learn more at* <http://cahpp.org/project/medheart/models-of-care>