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## Crisis Case Manager

### Description

The Crisis Case Manager 1 provides case management services to clients in Crisis. This position assists clients in accessing services and collaborates with Agency professionals in case planning and service coordination. They also assist with crisis evaluations at MCCFL, consults with medical staff, and facilitates psychiatric hospital admissions that are either voluntary or involuntary. This position requires a knowledge of mental health diagnoses and treatments, crisis intervention, and risk assessment skills.

There are currently 2 Full-time position, based out of The Dallas. These positions may require travel between both office sites and multiple locations in the community. Both Jobs will be on a Mon-Fri 8:30 to 5pm schedule; however, with the nature of the work performed the schedule may vary slightly to meet client need.

### Responsibilities

#### Essential Responsibilities of Case Manager:

- Provide case management services to clients in crisis. Services are provided in a variety of community settings, with consideration to client preference.
- This position assist with crisis assessment, safety planning, and risk mitigation under direct supervision; and assists with mobile response, completing packets to higher levels of care, conducts follow-ups with clients, and meets in community with clients to collaborate care.
- Frequent responses to law enforcement and hospital related to crisis clients.
- Understanding of Civil commitment criteria and process to assist the mobile team, along with an understanding of the role of Mental Health Investigator and Examiner.
- Assess eligibility of potential clients utilizing agency standards and processes. Assist clients in acquiring services and resources needed to maintain independence within the community. Coordinate with other community partners to develop, provide, and maintain a rich array of services and supports. Provide transportation for clients when required.
- Actively participate in joint case planning and coordination with internal multi-disciplinary team and agency psychiatrists.
- Utilize agency clinical software system to prepare current client records and reports as necessary and required. Maintain timely and cogent progress notes and plans. Ensure that client records and other documentation are up-to-date and justify the case management services provided.
- Adhere to all clinical and MCCFL program policies and procedures. Remain updated on all applicable rules and OARs.
- Participate in all team and agency meetings as scheduled. Attend local, regional, and/or state meetings as requested by Supervisor/Program Manager. Within the scope of the position, perform duties independently in the community and promote a positive image of the agency.
- Depending upon program, this classification may provide after-hours emergency services on a 24-hour, rotating basis, such as telephone consultation, crisis intervention, and pre-hospital screening examinations if

### Hiring organization

Mid-Columbia Center for Living

### Employment Type

Full-time

### Job Location

1060 Webber, 97058, The Dalles

### Base Salary

\$ 25.71 - \$ 28.35

### Date posted

August 22, 2022

qualifications for this service are met. Such duties may be required as an essential responsibility based upon budget and/or staffing levels in specific programs and/or locations.

- Depending upon location, this classification may provide some administrative support to the team. This may include tasks such as opening and closing case files, greeting visitors and clients, screening telephone calls, etc. Such duties may be required as an essential responsibility based upon budget and/or staffing levels at specific locations.
- Regular and reliable attendance; professional communication with all contacts; confidentiality.

### **Qualifications**

Incumbents in this classification must meet requirements as a Qualified Mental Health Associate (QMHA) and certified as such by the Mental Health and Addiction Certification Board of Oregon (MHACBO). Any combination of experience and training equivalent to the following is qualifying

- Bachelor's degree in social work, psychology or related human services field AND two (2) years' responsible experience in human services; OR
- High school diploma and five (5) years of equivalent training and work experience in human services.
- Experience working with the severe and persistent mentally ill population is preferred.
- Bilingual fluency Spanish/English is preferred.
- Must possess a valid Oregon or Washington Driver's license and be insurable for client service purposes and for travel between business offices, meetings and/or trainings.
- Must pass all criminal history check requirements as required by ORS 181.536-181.537 and in accordance with OAR 407-007-0200 to 407-007-0370.

### **Job Benefits**

**Benefits** (Note: subject to change annually)

- Affordable monthly medical premium Through PEBB
- Dental
- Vision
- Life Insurance
- Flexible Spending Account
- Employee Assistance Program
- **Retirement: Oregon Public Employees Retirement System (PERS),** and Employees contribute to Social Security.
- **11 Paid holidays a year (including one floating holiday)**
- **Sick leave accrued each month**
- **Generous vacation accruals**