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| **Class Title:** | Case Management / Assessment Specialist II |
| **Bargaining Unit:** | AFSCME: Human Services(A08) |
| **Class Code:** | G240 |
| **Salary:** | Hourly Monthly Annually |
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| [**Definition**](http://agency.governmentjobs.com/sanmateo/default.cfm?action=viewclassspec&ClassSpecID=14485) [**Benefits**](http://agency.governmentjobs.com/sanmateo/default.cfm?action=viewclassspec&ClassSpecID=14485&ViewBenefits=Yes) |
| The San Mateo Health Department is excited to be able to offer a unique job opportunity to well-qualified individuals for the position of Case Management/Assessment Specialist II as part of a new and innovative pilot program—the *Whole Person Care Pilot*. Whole Person Care (WPC) focus is to provide culturally competent patient engagement, activation, care management, and support strategies necessary for complex Health System “High Utilizers” (9 or more incarcerations per year and 3 or more ED visits) facing substantial barriers to connect with needed medical, social, and housing services. WPC’s goal is to improve patients’ health and well-being through more efficient and effective use of resources that are not covered by Medi-Cal and by providing the right services, at the right time, at the right place.  **DISTINGUISHING CHARACTERISTICS**  This position will require extensive work with incarcerated individuals prior and after incarceration and then following these individuals in community settings.  Under general supervision, perform a wide variety of intake, referral and care coordination services including assessment, evaluation, tracking, and support services for high users of the health system. This includes clients who are homeless, and disengaged from the healthcare system; may be alcohol and/or substance users, mentally ill and have complex and co-occurring and multiple medical conditions. Clients may be mistrustful of the system and will require intensive engagement and support.  **DISTINGUISHING CHARACTERISTICS Case Management/Assessment Specialist I** is the entry and first working level class in the series. Initially under close supervision, incumbents are trained in intake, referral and care coordination activities including assessing and evaluating clients, identifying and making appropriate referrals based on the assessment, care coordination and client engagement. As experience is gained there is greater independence of action and decision making within general guidelines. This class is flexibly staffed with Case Management/Assessment Specialist II and incumbents are expected to advance to the higher level after gaining experience and demonstrating proficiency.  **Case Management/Assessment Specialist II** is the experienced or journey level class in this series, fully competent to independently perform the full range of duties. This class is distinguished from the lower classification of Case Management/Assessment Specialist I by the relative independence with which duties are performed and the skill level which is applied to the assessment and evaluation of cases. |
| **Examples Of Duties:** |
| **Duties may include, but are not limited to, the following:**   * Perform client evaluations using a variety of assessment tools, information gathered from interviewing client and/or other professionals, and established clinical guidelines to determine the appropriate referral(s) and recommended treatment plan. * Engage clients in the County Jail, in homeless encampments, shelters, under freeways and other venues. * Attend and participate in multi-disciplinary team meetings to ensure appropriate care coordination for clients. * Interview clients and their families to gather medical, social, mental health, and drug and alcohol history. * Administer appropriate assessment instruments to assist in the development of the client’s case history and for use in developing treatment recommendations. * Maintain case files on clients containing assessment information, assessment summaries, court documents and all other correspondence/information relevant to the client. * Gather appropriate consents from clients to use in gathering information from outside agencies/sources. * Provide program information to clients and other agencies. * Provide written reports to a variety of agencies, courts, probation and/or treatment providers that may include case histories, assessment results, referrals, compliance with court orders and treatment recommendations. * Gather, maintain and disseminate community resource information to other staff. * Advise treatment providers of information gathered during intake process; gather additional information as appropriate. * Meet with clients to provide service information; guide the client in understanding his/her illnesses and contributing personal, social and economic factors; advise clients of community resources; and make referrals and other arrangements including advocacy and assistance. * Provide intensive care coordination to ensure clients continued engagement and success. * Work with community agencies as required to assist clients in their reentry and service plans and in coping with daily activities and environmental needs, such as housing, medical care and employment. * Identify, establish and utilize a variety of community resources for the alcoholic or other substance abusers. * Consult with other professionals when clinical expertise is needed in development of treatment plans. * Attend staff conferences and related meetings to coordinate activities with other divisions of the department, other County departments and community groups and providers. * Provide education/prevention to a variety of groups. * Monitor compliance with court ordered or related referrals. * Prepare reports, case summaries, and correspondence as required; maintain case histories and work records, including required statistics. * Perform related duties as assigned. |
| **Qualifications:** |
| **Knowledge of:**   * Principles, philosophy, practices, materials, trends and literature related to alcohol and drug disorders, mental and emotional illness, personality disorders and their attendant problems. * Various models of addiction. * Individual, group and community behaviors. * Prevention methods and treatment procedures related to alcohol and drug disorders, mental and emotional illness, and personality disorders * Social aspects of drug, alcohol, mental and emotional problems. * Techniques and dynamics of group and individual counseling. * Scope and activities of health and human services systems (internal/external), economic, legal, state, federal, county and AOD programs/agencies. * Techniques and dynamics of assessment and engagement. * Standardized clinical assessment instruments, practices and procedures. * Social and psychological needs, problems, behavior patterns and treatment of persons socially disabled by substance abuse. * Availability of and procedures for obtaining a wide variety of community and governmental services and resources. * Methods and techniques of interviewing, including confidentiality, problem solving methodologies and motivational interviewing. * Principles of counseling, including group leader functions. * Resources/strategies for the client for purpose of referral. * Appropriate methods and use of assessment to evaluate and assess alcohol and drug disorders. * Basic case management processes. * Reporting requirements of criminal justice referrals and treatment providers.   **Skill/Ability to:**   * Assess clients’ immediate needs and ensure clients’ receipt of needed services. * Interview clients and other professionals for the purpose of gathering information. * Perform effectively in stressful, emotional, and confrontational situations. * Recognize factors causing reaction or changes in clients’ condition or behavior. * Obtain, maintain, and present accurate client data. * Communicate clearly and effectively both orally and in writing. * Secure pertinent social and personal data and meet documentation requirements. * Develop relationships with the treatment provider community, courts, probation and other professional agencies/staff. * Evaluate information received and make appropriate treatment recommendations and/or referrals. * Establish and maintain effective working relationships with clients and their families, professionals and para-professionals and support staff in the department, outside agencies and with the general public.   **Education and Experience:** Any combination of education and experience that would likely provide the required knowledge, skills and abilities is qualifying. A typical way to qualify is:  **Case Management/Assessment Specialist I:** One year of experience in information gathering and/or intake and referral in a social service program.  **Case Management/Assessment Specialist II:** Two years of experience assessing and evaluating clients using assessments instruments and/or guidelines, identifying and making referrals based on those assessments, and interviewing clients for in a social service program. |
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