

<p>JOB DESCRIPTION: SPURWINK SERVICES</p> <p>Effective Date: 10/13/21</p>	<p>Crisis Worker/Case Manager – Living Room Crisis Center</p>
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* Denotes an Essential Function

Title: Case Manager

Category: AS2

Code: CWCMLRCC

Experience and Education Required: MHRT-C certification or MHRT-C eligible, or a Certified Rehabilitation Counselor or Employment Specialist, or a Certified or Licensed Alcohol and Drug Counselor. Bachelor's degree from an accredited four (4) year institution of higher learning preferred.

Position Summary: This is a full-time year-round hourly position (3–12-hour days) that provides comprehensive psychiatric/crisis assessments and care to individuals ages 14+. Spurwink is opening the first living room crisis model in the state of Maine. Open 24/7, 365 days a year, the center will offer a space for individuals and families to seek crisis support through the use of trained professionals, comprehensive assessments and coordination with community supports and resources.

Duties and Responsibilities of the Position:

- * 1. Demonstrates unconditional positive regard at all times, providing care and support while remaining composed at all times, to include those times when challenging behaviors or difficult situations arise. Respond to setbacks with a positive attitude.
- * 2. Evaluate the psychosocial needs of patients/clients and their families while completing crisis evaluations.
- * 3. Assist in complex discharge planning, coordinate aftercare services, and make referrals for other community services based on the treatment plan.
- * 4. Conduct in-person assessments with participants in the crisis center and engage frequently with participants in an open milieu.
- * 5. Participate in crisis de-escalation and management. Maintain an awareness of psychosocial stressors that are likely to increase or result in crisis.
- * 6. Provide emotional co-regulation and support to individuals, couples, and families.
- * 7. Maintain regular contact, effectively collaborate with, and facilitate referrals to community providers to advocate on behalf of, and improve the care for, participants.
- * 8. Assist participants with managing safe and responsible behavior, communication, and utilizing coping skills.
- * 9. Maintain expectations related to caseload size, billing, and attestation requirements.

- * 10. Maintain required records and documentation according to Spurwink and licensing standards. Collect, track, and submit participant related data to support evaluation of participant outcomes, program goals and performance.
- * 11. Enhance personal development by supporting participants in personal activities and opportunities that enrich their lives.
- * 12. Collaborate with all members of a client's external treatment team, including providers and natural supports. Maintain thorough communication and positive and collaborative partnerships and continuity of care with other providers.
- * 13. Support Spurwink Adult Behavioral Health programs by consistently networking and collaborating with agency stakeholders and community partners.
- * 14. Maintain current licensure and/or certification as required for the position.
- * 15. Participate in monthly/weekly supervision depending on licensure requirements and keep supervisor apprised immediately of emergencies, situations that require mandated reporting. Implement supervisory recommendations and directives, seek supervision as needed and be receptive to feedback. Participate in staff meetings and consultation calls.
- * 16. Other duties as assigned.
- * 17. Maintain a current Maine driver's license, reliable transportation, and a clean driving record as outlined in Spurwink's Driving Policy.

Immediate Supervision: Clinician/Team Lead

Immediate Subordinates: None.

Schedule of Employment: Non-exempt.

Other: As an employee of Spurwink, the Crisis Worker/Case Manager is expected to adhere to the policies and procedures of Spurwink. They must keep client health care information confidential, and in all other ways comply with Spurwink's policies and procedures implementing the Health Insurance Portability and Accountability Act (otherwise known as HIPAA). Due to the nature of work of educating, training, and treating clients from diverse backgrounds, the Crisis Worker/Case Manager is required to be trained initially and annually in good health practices, communicable illnesses, and universal precaution procedures. By virtue of the responsibilities of this position, it is reasonably anticipated that the Crisis Worker/Case Manager may be exposed to blood or other potentially infectious materials. Therefore, they will receive blood borne pathogens training (including training regarding Hepatitis B) and will be offered the Hepatitis B vaccination series upon hire.

General Sign Off: The employee is expected to adhere to all agency policies and to act as a role model in the adherence to agency policies.

I have read and understand this explanation and job description.

Employee Name (Please Print)

Employee Signature

Date