



CLINICAL CASE MANAGER

Reports to:	Director, Health Services	Position:	Classified
Dept:	Health Services	Range:	30
FLSA:	Exempt	EEO:	Professional

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

BASIC FUNCTION:

Provide clinical case management services, including mental health, psychiatric and medical case management, as well as direct clinical social work and mental health counseling, to enrolled MiraCosta College students; take initiative and lead efforts to develop and maintain relationships with local community partners and referral sources for students accessing support in Health Services.

ESSENTIAL DUTIES & RESPONSIBILITIES:

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Exhibit an equity-minded, trauma-informed, and anti-racist focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.
2. Respond to student self-referrals and referrals from the CARE team, on-campus departments, faculty, staff, other students and family members regarding mental health interventions for students in need; collaborate with other departments, respond to referring parties and reach out to the students in need; document steps in both the Maxient platform and the electronic medical records.
3. Conduct initial intake meetings with MiraCosta College students to assess their needs for care, support, and appropriate referrals.
4. Provide immediate crisis intervention and continuity of care for students, including psychological assessment of mental status and clinical needs.
5. Develop after-care plans for students with complex mental health needs requiring services after and beyond the counseling and medical care provided by Health Services faculty and staff.

6. Under the clinical supervision of the licensed full-time mental health counselors, may provide individual and family/relationship counseling to MiraCosta College students.
7. Provide timely written documentation in the electronic medical record system and collaborate closely with the interdisciplinary team within Health Services.
8. Lead and participate in MiraCosta College efforts to build and maintain partnerships with agencies in the local community to facilitate the delivery of long-term behavioral health, social service and medical care support to students in need; develop and maintain a database of referral resources.
9. Serve as a point of contact for contracted service providers to provide case management and oversee their provision of warm handoffs and after-hours coverage.
10. Analyze insurance benefits and financial resources available to identified students for treatment.
11. Complete child welfare and adult protective reports as needed.
12. Represent Health Services in community outreach efforts to educate the public on mental health and wellness issues, their importance and the availability of resources to provide support; encourage students to access support; may provide task guidance to student workers, such as peer educators and health navigators.
13. Participate in weekly group and/or individual clinical supervision as needed.
14. Participate in ongoing continuing education within the department, as well as on and off campus.

OTHER DUTIES:

1. Serve as the department's representative on district committees and workgroups, as well as professional, industry and community groups, regulatory, and other agencies.
2. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:**KNOWLEDGE OF:**

1. Philosophy and guiding principles for effective case management.
 2. Models, practices and tools of clinical case management applicable to college students with a wide range of mental health, social services and other needs.
 3. Safety screening, prevention, and planning, including assessing for risk of suicide, harm to others, child and dependent adult/elder abuse, and interpersonal violence.
 4. Equity-minded and trauma-informed practices to support student success.
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5. The complex impact of racism and other unjust systemic issues on psychosocial functioning.
 6. Developmental, psychological, and medical issues facing community college students.
 7. Effective strategies to address community college mental health, including crisis assessment and behavioral intervention.
 8. Applicable federal, state and local laws, rules and regulations including FERPA and HIPAA.

ABILITY TO:

1. Conduct mental health and behavioral assessments and other analyses to identify a wide range of care needs for students often with complex mental health issues.
2. Create and follow through on sound continuity of care plans to support student short- and long-term mental health, medical and social service needs.
3. Apply sound conflict resolution, de-escalation and crisis management skills when dealing with students and others in high intensity and crisis situations.
4. Work with and assist others in navigating through complex systems.
5. Identify work independently, problem-solve, use sound judgment and reasoning to make decisions autonomously.
6. Navigate case management and counseling techniques within higher education settings.
7. Prepare clear, concise, and comprehensive documentation in a timely fashion.
8. Communicate effectively, both orally and in writing.
9. Understand and follow applicable legal requirements and ethical standards.
10. Represent the district effectively in dealings with community organizations and social service agencies.
11. Operate a computer and standard business software.
12. Use tact and diplomacy in dealing with sensitive and complex issues, situations and concerned people.
13. Maintain the highest level of confidentiality in dealing with sensitive student cases and working with the campus community.
14. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
15. Establish and maintain effective working relationships with all those encountered in the course of work.

EDUCATION AND EXPERIENCE:

Graduation from an accredited four-year college or university with a bachelor's degree in Social Work, Marriage and Family Therapy, Counseling, Psychology, or equivalent field of study and at least three years of progressively responsible experience in case management, mental health and/or social work with knowledge of local service agencies; or an equivalent combination of training and experience.

Preferred:

- Completion of an accredited master's degree program in Social Work, Marriage and Family Therapy, Counseling, Psychology, or equivalent field of study.
- Experience providing clinical case management, emergency response, and outreach at an institution of higher education.
- Ability to provide clinical case management in Spanish and English.

LICENSES AND OTHER REQUIREMENTS:

A valid California driver's license and the ability to maintain insurability under the district's vehicle insurance program.

CONTACTS:

Students, faculty, staff, administrators, community organizations, and the general public.

PHYSICAL EFFORT:

The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Primarily sedentary with intermittent standing, walking, bending, and stooping; occasional light lifting and carrying of objects weighing up to 25 pounds; ability to travel to various locations on and off campus as needed to conduct district business.

EMOTIONAL EFFORT:

Ability to remain calm while assessing the safety of and safety from individuals that may be impacted by acute mental health concerns, neurodiversity and other differences; ability to develop and maintain effective working relationships involving interactions and communications personally, by phone and in writing, with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities.

WORKING CONDITIONS:

Primarily business office environment; subject to frequent public contact and interruption; intermittent exposure to individuals acting in a disagreeable fashion; may work at any district location or authorized facility with occasional evenings and/or weekends on an as-needed basis. Occasional local travel may be requested.