

## City of Oregon City

## Position Description

Position: Behavioral Health Case Manager	Represented - OCPEA
Department/Site: Police Department	FLSA: Non-Exempt
Evaluated by: Police Captain	Salary Grade: BHCM

### Classification Summary

The Behavioral Health Case Manager is a non-licensed mental health professional that will work directly with the Oregon City Police Behavioral Health Unit and the Crisis Intervention Team. In this position the Case Manager will assist clients and their families in person or by phone who may be experiencing a mental health crisis, substance abuse, homelessness, and other social services crisis.

The Case Manager will also support the Behavioral Health Specialist in the continued improvement of the Behavioral Health Unit and the CIT Program. They will be responsible for developing and tracking a data system and help coordinate various training in the community. Furthermore, this position will provide support to clients experiencing mental health crisis by assessing and referring to appropriate services.

The duties in this position will require an exceptional ability to work collaboratively with multiple agencies, resources, and stakeholders. This position will also require a comprehensive understanding of County and State social services agencies.

### Distinguishing Characteristics

### Typical Duties and Responsibilities

*The list of duties is a representative sample of the work appropriate to this class and does not include all the duties or specific tasks that may be assigned to a particular position. The incumbent may perform a combination of some or all the following duties:*

- Assist the target population with obtaining resources as needed.
- Provide outreach, engagement, and support to individuals in need and their families.
- Make referrals to appropriate service providers and coordinate service delivery.
- Write case plan summaries; document services provided to client; research and compile case statistics; develop, submit, and modify necessary documentation to facilitate access to benefits; prepares documentation for hearings.
- Advocate needs and liaison between individuals, caregivers, and service providers.
- Assess safety using appropriate screening tools and providing safety planning, while also involving mental health specialist staff.
- Develop and maintain relevant statistic and outcomes for the Behavioral Health Unit and the Crisis Intervention Team
- Assist in the coordination and the development of the CIT program.
- Review statistical data and identify future trends. Collect and prepare data for status reports and outcome summaries.

- Work collaboratively with internal and external resources to cultivate and establish positive and effective working relationships.

## **Minimum Qualifications**

### **Knowledge of and experience**

- Principles, practices, techniques, and equipment used to provide mental health crisis services.
- Principles, practices, techniques in advancing equity and diversity in a workplace or community setting.
- Providing mental health crisis services and/or answering a crisis line.
- Providing mental health services to adults.
- Providing mental health services to youth and/or children.

### **Skills and Abilities to**

- Establish and maintain effective working relationships with department, City Staff, city officials and the public.
- View and address total spectrum of social needs.
- Communicate with diverse populations.
- Recognize personal signs of secondary trauma and prioritize self-care.
- Express ideas and recommendations clearly and effectively.
- Exercise a high degree of initiative and independent judgment, problem solving and decision making within scope of assigned authority.
- Support diversity and multi-cultural understanding in the workplace and the community.
- Advanced proficiency level with Microsoft Excel and Word.
- Work variable shifts as needed or assigned.

## **Education, Training, and Experience**

A typical way to obtain the required knowledge and abilities would be to obtain an advanced degree in social work, psychology, or counseling. Or bachelor's degree in a behavioral sciences field and at least three years of relevant work, training, or experience. Any combination of training and experience which provides the required knowledge and abilities is qualifying.

The ideal candidate will have a strong background and demonstrated experience in crisis response providing assessment, triage, and crisis intervention with individuals who are in mental health crisis, are experiencing active delusions and/or hallucinations and might endorse suicidal ideations.

## **Other Requirements**

- A valid driver's license required and a safe driving record.
- Must pass a post-offer, pre-employment drug test.
- Must pass an extensive background investigation, including criminal history check which may include national or state fingerprint records check.
- Fluency in an additional language preferred, but not required.

Certifications are an essential component of the position and must be maintained through employment in the position.

**Specialized Working conditions/Physical and Mental Demands**

The position incumbent must be able to function both in an office setting and outdoors in the field, accompanying police officers in designated areas. Outdoor work can expose the employee to seasonal weather, heat and cold or adverse weather conditions, traffic, dust, noise, confined spaces, chemicals, and physical hazards from mechanical and electrical equipment and requires climbing, reaching, grabbing, bending, stooping, kneeling, and crawling.

Incumbents must also be able to:

- Maneuver on uneven surfaces and terrain.
- Climb stairs, be on one's feet, lift and carry people and equipment.
- Physical hazards may be present from traffic conditions, unruly citizens, crime suspects and unsafe building conditions.
- Work varying schedules may be required.
- Work around and be exposed to the presence of firearms or other dangerous or deadly weapons.
- Work full-time, 40 hours per week. Shifts for this position may include evenings, weekends, and holidays. This position also requires the individual to be on-call and available after-hours.