

# Targeted Case Manager

## Competency-based Job Description

**Program:** Clinical

**Status:** Full Time Non-Exempt

**Reports To:** Program Director

**Supervises:** N/A

**Position Summary:**

The Targeted Case Manager (TCM) will engage individuals and their families in the development of plans that assure the needs and wishes of the consumers are addressed and life opportunities expanded. TCM's support efforts to achieve individual goals, provide for specified domains and maximize independence and create community connections. TCM promotes individuality, choice and control. This position will be performed consistently with the values, principles and philosophy of Northeast Guidance Center. TCM will have a strong foundation of experience in providing case management services to people with severe emotional disturbances. This employee will have a strong belief that clients can achieve outcomes, have value and contribute to their community. All decisions and actions of the TCM will be consistent with the agency mission statement and will be completed with a customer service focus.

**License/Certification:**

A BSW, LMSW, LPC or other appropriate state licensure and /or certification.

**Minimum Qualifications:**

A Bachelor's degree in counseling, social work or related behavioral health field

**Desired Qualifications:**

Three (3) years of experience working with adults with severe emotional disturbances. Five (5) years preferred with diagnostic experience.

**Physical Requirements:**

Must have adequate visual acuity to interact with Electronic Health Record System and accurately input data. Ability to move about for up to 50% of work shift. Must be able to remain in a stationary position for up to 50% of work shift. Occasionally must be able to move up to 20 pounds from one location to another.

**Essential Functions:**

Complete assessments to identify each person's needs and desires. This will include the use of formal and informal tools to gather information needed to the person to identify their needs and wishes.

Assists the person to develop their individual Plan of Service and personal budget. Updating their IPOS as needed and at least annually. This is to be completed with a person centered approach.

Supports the person to identify the outcomes they need to achieve and assures that the IPOS addresses these.

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Monitors the services to assure they are being delivered as planned and that the outcomes that were identified are being achieved. Monitors to assure the person is safe and in the best possible health.

Assists in identifying and sustaining the person's support network including family, friends and associates.

Awareness of Northeast Guidance Center and all other applicable policies and procedures.

Attends training and continues to remain knowledgeable about current best practices in services to support people with mental illness.

Trains families and consumers on their rights and due process.

Develops a professional working relationship with the families and consumers on their caseload.

Maintains a customer service focus. This involves meeting with consumers and their family at their availability.

Completion of all other duties that are needed to support the consumers and their family and Northeast Guidance Center.

Takes initiative and exhibits leadership.

Required to meet productivity standards for program and maintain required utilization review score.

Other duties as assigned.

**NEW HIRE ACKNOWLEDGMENT**

I have read and understand my job description. My performance will be evaluated in 3, 6 and 12 months using this document.

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Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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HR Representative Signature: \_\_\_\_\_ Date: \_\_\_\_\_