Job Title: Stepping-Up Case Manager (Case Manager II)
Department: Community Services
Reports To: Director of Outpatient Services
Salary Range: $24.04 per hour

FLSA Status: Full-Time
Employment Status: Non-Exempt
Location: Varies By Need

Position Summary: The Stepping Up Case Manager provides case management, care coordination, advocacy, and support services to individuals with serious mental illness or co-occurring mental illness and substance use disorders who are involved with local criminal justice systems, hospitals, emergency departments, and other community-based referral sources. This position works collaboratively with community partners participating in the Stepping Up Initiative to improve access to treatment, reduce unnecessary incarceration and hospitalization, promote recovery, and support successful community integration. The Stepping Up Case Manager assists individuals in accessing behavioral health, medical, housing, employment, transportation, and other supportive services necessary to improve quality of life and maintain stability in the community.

Minimum Qualifications: Bachelor's degree in Social Work, Psychology, Human Services, Sociology, Criminal Justice, Counseling, or a related field required. Previous experience working with individuals experiencing mental illness, substance use disorders, or involvement with the criminal justice system is preferred. Must possess a valid Alabama driver's license with an acceptable driving record and the ability to travel throughout the service area as needed. The successful candidate must be able to obtain and maintain all required certifications, training, and credentials. Strong verbal, written, organizational, and interpersonal communication skills are required, along with the ability to work independently while effectively collaborating with multidisciplinary teams, community stakeholders, and referral partners. Knowledge of community resources, behavioral health services, and case management practices is preferred.

Essential Duties and Responsibilities:

- Provide comprehensive case management services to individuals with mental illness or co-occurring mental illness and substance use disorders referred through jails, courts, hospitals, emergency departments, community corrections programs, and other referral sources.
- Complete initial consumer contact, assessments, and service planning activities within required program timeframes.
- Conduct ongoing assessments to identify consumer strengths, needs, barriers, risks, and service priorities.
- Develop, implement, monitor, and revise individualized service plans based on identified needs and goals.
- Coordinate access to behavioral health treatment, medical services, medication management, housing resources, transportation, public benefits, employment services, educational opportunities, and other community supports.
- Provide advocacy, referral coordination, crisis intervention, and supportive services to promote recovery and community stability.
- Assist individuals transitioning from incarceration, hospitalization, residential treatment, or other institutional settings to ensure continuity of care and successful reintegration into the community.
- Maintain regular contact with consumers, family members, collateral supports, treatment providers, and referral sources to monitor progress and address barriers to treatment and recovery.
- Collaborate with courts, law enforcement agencies, detention facilities, hospitals, probation and parole officers, community corrections personnel, housing providers, treatment providers, and other community stakeholders participating in the Stepping Up Initiative.
- Participate in multidisciplinary treatment team meetings, staffing meetings, case consultations, community collaborative meetings, and program planning activities.
- Collect, maintain, and report program data and outcomes as required by funding sources, grant requirements, and agency leadership.
- Maintain timely, accurate, and complete documentation in accordance with agency policies, Medicaid requirements, Alabama Department of Mental Health standards, grant requirements, and applicable regulations.
- Ensure compliance with confidentiality requirements, including HIPAA and other applicable privacy regulations.

- Meet established productivity, documentation, and performance expectations.
- Provide community outreach, education, and resource information to community partners and stakeholders as appropriate.
- Participate in required supervision, training, staff meetings, quality improvement activities, and professional development opportunities.
- Maintain professional and ethical standards in all interactions with consumers, families, coworkers, referral sources, and community partners.
- Perform other duties as assigned by the supervisor.

Knowledge, Skills, and Abilities:

- Knowledge of behavioral health systems, community resources, and case management practices.
- Knowledge of serious mental illness, substance use disorders, recovery-oriented care, and trauma-informed approaches.
- Understanding of criminal justice, jail diversion, reentry, and community-based treatment systems.
- Ability to establish and maintain effective working relationships with consumers, families, staff, and community partners.
- Ability to assess consumer needs and coordinate services across multiple systems of care.
- Strong organizational, time management, and documentation skills.
- Ability to manage multiple priorities while maintaining attention to detail.
- Ability to communicate effectively both verbally and in writing.
- Proficiency with electronic health record systems and standard office software applications.

Physical Requirements:

- Ability to sit, stand, walk, bend, reach, and perform routine office activities.
- Ability to travel throughout the service area and transport consumers when necessary.
- Ability to safely operate a motor vehicle.
- Ability to communicate effectively in person, by telephone, and through written communication.
- Ability to perform duties in office, community, healthcare, correctional, and residential settings.

Acknowledgement:

I acknowledge that I have received and reviewed this job description and understand the duties, responsibilities, and expectations of this position. I understand that this description provides a general overview of the position and is not intended to include every duty or responsibility that may be assigned. I further understand that this job description is not an employment contract or disciplinary document and that additional duties may be assigned as needed. Central Alabama Wellness is an equal opportunity employer and does not discriminate on the basis of any protected status under applicable law.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____