

Mercer County Health Department

Mental Health Case Manager

I. Job Description

The Mental Health Case Manager serves as an advocate and resource to persons with mental illness with a focus on those with limited social or family support, financial hardship, and lack of knowledge of the mental health system. The Mental Health Case Manager assists the Nurse Navigator in providing management and solutions to individual case needs to overcome barriers to mental health services and to link people to resources. Reports to the Mental Health Nurse Navigator.

II. Responsibilities

- a. Participate on Mercer County Mental Health Consortium
 - i. Attend quarterly meetings
 - ii. Serve on the MHAP subcommittee
 - iii. Assist in consortium member recruitment and retention
 - iv. Assist in taking and recording minutes as needed
- b. Maintain and keep updates to Mercer County Resource Directory
- c. Assist in county mental health needs assessment
 - i. Assist with facilitation of expert interviews/focus groups as needed
 - ii. Compiling data and minutes into periodic Community Mental Health Plans
- d. Assist in project promotion and public/provider education
- e. Assist in data collection and tracking
 - i. Demographic data on all clients
 - ii. Socioeconomic data on all clients
 - iii. Quality Improvement indicators for PIMS (Performance Improvement Measures Systems) reports.
- f. Establish a client caseload in partnership with Mental Health Nurse Navigator
 - i. Advocacy
 - ii. Follow up on barriers to mental health care identified during nurse screening visit including but not limited to:
 1. Transportation
 2. Financial Hardship
 3. Insurance issues
 4. Lack of knowledge
 5. Compliance
 6. Lack of family or social support
 7. Translation services
 - iii. Connect people to resources needed
 - iv. Follow client through phone calls, visits, or accompany them to appointments or court dates

- v. Document progress on client case management notes, Individual Intervention Plans, and barriers assessments
- vi. Implement model programs as needed (such as Signs of Suicide)
- g. Maintain confidentiality of personal health information

III. Qualifications

- a. Education and experience
 - i. Licensed Registered Nurse, Licensed Practical Nurse, Health Educator; or experience in community health education, case management or navigation services.

IV. Physical Demands

M-medium work. Exerting 20-50 pounds of force occasionally and/or up to 10-25 pounds of force frequently, and/or greater than negligible up to 10 pounds of force constantly to move objects. Must be able to lift 40 pounds without difficulty. Physical demand requirements are in excess of those for light work.