

## **Hill Health Center Job Description**

**Title:** Case Manager  
**Department:** BHD  
**Reports To:** Program Director

**Job Code:**  
**Classification:** Service Worker  
**FLSA Status:** Non-Exempt

### **Summary**

Reporting to the Program Director, the Case Manager is responsible for creating and maintaining an appropriate linkage system with various community agencies. The Case Manager advocates on behalf of the clients with community resources. Assists in engagement of clients into treatment, obtain entitlements and other basic needs, and take part in discharge planning.

### **HHC's Expectations of all Employees**

- Adheres to all HHC Policies and Procedures
- Conducts self in a manner that represents HHC's Values at all times
- Maintains a positive and respectful attitude with all work-related contacts
- Communicates regularly with supervisor about Departmental and HHC concerns
- Consistently reports to work on time, prepared to perform the duties of the position
- Meets productivity standards and performs duties as workload necessitates

### **Essential Duties and Responsibilities**

- Coordinate referrals with other Providers in a timely and professional manner
- Follow-up with referral sources in a timely fashion as required
- Promote coordination of service delivery and prevent duplication of services
- Follow-up on results of services provided to clients in a timely fashion
- Actively advocate on behalf of the clients with community resources
- Facilitate psycho-educational groups as assigned
- Maintain client confidentiality at all times and ensure to follow agency, state and HIPPA laws
- Attend Provider's meetings in the community to foster collaborative relationships
- Responsible for participating in discharge planning as needed including housing
- Complete applications for Basic Needs, transportation, housing and treatment programs in a timely fashion
- Coordinate with community agencies for outreach/engagement. Ensure to establish and maintain good working relationships with community agencies
- Attend and participate in team meetings
- Perform all other duties as assigned by the Program Director

### **Qualifications**

**Education:** High School Diploma/GED required. Associate's Degree, Bachelor's Degree and/or CADAC preferred.

