

UW HEALTH JOB DESCRIPTION

Behavioral Health Case Manager - Bilingual			
Job Code: 840024	FLSA Status: Non-Exempt	Mgt. Approval: C. Green	Date: July 2020
Department: Adolescent Alcohol Intervention		HR Approval: N. Lazaro	Date: July 2020
JOB SUMMARY			
<p>Under the supervision of the Adolescent Substance Abuse Manager, the Behavioral Health Case Manager – Bilingual aids in implementing evidence-based services to a diverse mix (ethnicity, socioeconomic and geographical) of adolescents and their families. The Behavioral Health Case Manager – Bilingual will help reduce barriers to treatment participation by developing and implementing case management plans. This involves supporting and assisting families in procuring social and health care services, organizing pro-social activities with various community service-based agencies, partnering with parents in effectively advocating for their family, and working collaboratively with community partners.</p> <p>These services will be provided at the clinic as well as at off-site settings. Location possibilities include, but are not limited to: in-home, schools, Dane County Juvenile Detention, Dane County Jail, and Dane County Human Services Delinquency programs.</p>			
MAJOR RESPONSIBILITIES			
<ul style="list-style-type: none"> • Provide therapeutic case management services for evidence-based treatment programs. • Provide home- and community-based services to families. • Assess patient/family needs in the following domains: school, employment, pro-social support, economic, and medical. • Advocate for patient/family needs in the various domains. • Facilitate communication between systems (i.e., schools, the county, housing, etc.) • Monitor adolescent school attendance, behavior, and academic achievement. • Administer Substance Use Disorder (SUD)/mental health screens and provide brief interventions. • Develop and maintain resource directory related to schools, jobs, pro-social support, financial, and other domains. • Provide transportation to patients/families as needed. • Assist with scheduling, billing, and receptionist responsibilities. 			
ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.			
JOB REQUIREMENTS			
Education	Minimum	Associate Degree in Human Services or a related field	
	Preferred	Bachelor degree in Human Services or a related field	
Work Experience	Minimum	One (1) year of experience in a Human Services related position	
	Preferred		
Licenses & Certifications	Minimum	<ul style="list-style-type: none"> • Valid Wisconsin Driver License and current auto insurance • CPR/BLS 	
	Preferred	Certified Alcohol and Drug Counselor (i.e., Clinical Substance Abuse Counselor-CSAC, Substance Abuse Counselor-SAC, or Substance Abuse Counselor-In Training [SAC-IT] by Wisconsin Department of Safety and Professional Services [DSPS]) or other relevant certification (e.g., case management, prevention specialist, etc.)	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Required to be bilingual in Spanish • Must be 21 years of age to drive a patient and/or the patient's family in the employee's personal vehicle or a UW Health owned fleet vehicle. • Ability to be insured by UW Health's Risk Management insurer, which requires: <ul style="list-style-type: none"> (1) A valid Wisconsin driver's license and (2) Successfully passing a driver's background check • Demonstrated ability to function effectively in a collaborative environment • Demonstrated organizational skills • Able to work independently • Demonstrated ability to provide services with commitment to cultural competence • Ability to drive to off-site locations and to transport youth and families 	

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	<ul style="list-style-type: none"> Ability to engage effectively and professionally with adolescents and families, and collaborate across multiple systems Demonstrated written and verbal communication skills 		
AGE SPECIFIC COMPETENCY (Clinical jobs only)			
Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.			
Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,			
	Infants (Birth – 11 months)	<input checked="" type="checkbox"/>	Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)	<input checked="" type="checkbox"/>	Young Adult (20 – 40 years)
	Preschool (4 – 5 years)	<input checked="" type="checkbox"/>	Middle Adult (41 – 65 years)
<input checked="" type="checkbox"/>	School Age (6 – 12 years)	<input checked="" type="checkbox"/>	Older Adult (Over 65 years)
JOB FUNCTIONS			
Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.			
PHYSICAL REQUIREMENTS			
Indicate the appropriate physical requirements of this job in the course of a shift. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>			
Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time
		Constant 67%-100% of the time	
	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible
<input checked="" type="checkbox"/>	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:			

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.