

Lake Behavioral Health

1143 Fairway Street, Suite 103 Bowling Green, Kentucky 42103
(812) 901-6881

Title: Care Manager -MH and SUD

Job Summary

The Care Manager will serve in a variety of roles in managing care for patients diagnosed with chronic physical conditions, substance use disorders, and/or mental health issues. The Care Manager will will conduct screenings, assist with self-reported/observable assessments, provide treatment monitoring, and supportive services to the patients being served. In addition, the Care Manager will assist in the coordination and support of the patient, family, and other support systems, by monitoring, referring, and coordination of care.

Duties and Responsibilities

- Actively supports the mission, philosophy, and goals of the agency and their associates.
- Assists in all paperwork requirements from pre-admission to post discharge.
- Complies with all administrative, clinical, human resource, regulatory agencies, state and local regulations, and host hospital standards.
- Adheres to work practices consistent with the agencies mission, medical staff bylaws, administrative, departmental, and human resources policies and procedures.
- Maintains the highest level of ethics in all program activities.
- Communicates any concerns or issues regarding the patients to the ARNP/MD, Program Director, hospital/clinic designee, and/or, supervisor staff/designee.
- Functions as part of the treatment team.
- Maintains a professional appearance and behavior.
- Maintains confidentiality of all patient information and protection of patient rights.
- Attends and completes all required in-services and trainings.
- Demonstrates care and concern in all interactions with patients, caregivers, agencies, and/or facilities. As well as remaining tactful and respectful to patients, families, and visitors.
- Maintains patient safety as primary focus.
- Assist in case management services during treatment and during discharge; follow up as requested.
- Assist in the formulation of previous and current medical histories and updates when applicable.
- Conducts screenings at admission, treatment encounters, and at discharge, as applicable.
- Supports patients, families, and support systems regarding treatment, educational needs, community supports, and treatment.
- Assists with prescription refills, coordinates labs, and urinary drug screenings as directed by the prescriber.
- Enhances treatment readiness, supports treatment completion, ensures safety, and promotes sustained wellness.
- Improves access to community resources through education, referral, and development.
- Completes all reports required by the program or agencies.

Qualifications: High School Degree or GED required. Previous experience with chronic medical conditions, substance abuse or mental health counseling, CNA, CMA, other medical training, office management, CPR/First Aid/CPI preferred.

Skills/Physical Demands

Knowledge of medical terminology & Computer proficient

Ability to assess and interpret data related to treatment of the individual

Analytical and problem-solving skills & Time Management skills

Self-motivated & Multi-task capability

Excellent communications skills

Demonstrates knowledge, skills, and behaviors appropriate for population served

Compassionate and respectful of population served