ESSENTIAL FUNCTIONS

POSITION SUMMARY:

This case manager position will be responsible for providing therapeutic behavioral health interventions to patients and their families, who have been seen in the emergency or trauma unit due to interpersonal violence. The case manager will serve as a mentor and is anticipated to carry a case load of 20 active clients at any given point. They will be responsible for interfacing with external institutions relevant to the patient's lives such as the school system, justice and health systems, and other community agencies. The case manager will also be responsible for identifying and connecting patients and their families to referral services and resources. This position requires the case manager to comprehensively track patient progress on his or her individual treatment plan and follow-up activities. The case manager is expected to develop strong interpersonal relationships with clients fostering mutual trust, open communication, and mentoring.

Brief Project Description

This position is part of a collaboration between four emergency centers in the St. Louis region that provide the majority of violent injury related care and three universities working to promote positive alternatives among individuals injured by violence in order to reduce retaliation, criminal involvement, re-injury, and death. Case managers engage with victims of violence to develop plans that focus on client needs through evidence-based interventions to reduce likelihood of re-injury. The case manager position will be housed at the Institute for Public Health at Washington University in St. Louis and see clients across four partner clinical sites.

PRIMARY DUTIES AND RESPONSIBILITIES:

1. Intake
   - Complete follow-up calls to all clients within 24 hours of violent injury presentation (or discharge) to reinforce the plan of care.
   - Respond promptly to patient calls and work to immediately provide client comfort, crisis support, and education following violent injury.
   - Work closely with hospital providers to obtain consent for release of information, assess victim and family needs, and establish an appropriate plan of care.

2. Case management
   - Prepare for home visits, including identifying significant issues.
   - Work with the patient to develop an individualized treatment plan (ITP) and goals to address social, recreational, educational, and personal development needs. Identify the best programmatic options and resources for the patient.
   - Conduct monthly meetings to evaluate and document progress toward goals. Compile monthly progress report on each patient.
   - Maintain ongoing contact with patient until identified goals are met.
   - Identify new issues and evaluate progress toward goals. Work with the patient to address significant barriers to follow-up plan.
   - Modify ITP as needed and prepare patient and his or her family for discharge from the program (when appropriate). Make appropriate referrals to services/resources.
   - Accompany the patient on initial visits to new programs, services, or centers to assure successfully orientation.
   - Attend individualized education program (IEP) meetings, court and probation meetings as needed, collaborate with schools and the justice system as well as other agencies which may be providing services to the individual/family.
   - Obtain consent and release of information to work with community partners.

3. Therapy/Behavioral Intervention
Provide intensive case management, mentoring, trauma informed treatment and/or other therapeutic interventions to victims of violence.

4. Clinical Supervision

- Participate in monthly program meetings and participate actively in the quality improvement process.
- Attend weekly case conferencing and clinical supervision with lead social worker/supervisor.

5. Perform other duties as assigned.

Required Qualifications

Master’s degree or higher in Social Work or Counseling with at least 2 years of relevant work experience. An individual with a Master of Divinity with a focus on counseling and ordained may also be considered.

Preferred Qualifications

- Master’s degree or higher in Social Work or Counseling with at least 5 years of relevant work experience. An individual with a Master of Divinity with a focus on counseling and ordained may also be considered.
- An active Clinical Social Work License or Professional Counseling License (i.e. LCSW or LPC) in Missouri. A provisional license may also be considered.
- Professional demeanor and excellent communication skills (written and verbal), ability to relate to people of varying socioeconomic backgrounds with differing lifestyles or cultural values, and to interact with community-based service organizations, police, courts, and schools, respectfully and professionally.
- Develop strong interpersonal relationships with clients fostering mutual trust, open communication, and mentoring.
- Strong working knowledge of DSM V, evidence based treatment modalities, psychosocial assessments, and strength-based approach.
- Ability to quickly develop and sustain trusting relationships with violently injured patients, their family members, and friends.
- Past experience with, or, a solid understanding of the communities served by the program.
- Familiarity with community resources in St. Louis City and St. Louis County.
- Excellent time management and organizational skills. Flexibility of schedule in order to meet the needs of clients and community partners. This includes the ability to prioritize tasks, develop a work schedule, monitor progress, and track details, data, information and activities.
- Ability to work independently and self-directed as well as with the team.
- Demonstrated reliability.
- Ability to work in stressful situations, good crisis intervention skills, and working knowledge of common street drugs.
- Ability to work independently under overarching guidance.
- Ability to work collaboratively, diplomatically, and professionally across multiple business units and with multiple levels of leadership.
- Problem solving skills. This includes the ability to assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.
- Effective communication skills: This includes the ability to speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- Maintain an open line of communication with supervisors and the cross-site program coordinator.

Salary Range

The hiring range for this position is commensurate with experience.

Pre-Employment Screening

Offers made for this position are contingent upon the successful completion of all required pre-employment screens, including a criminal background check, hair sample drug screen, and verification of required professional licenses, registrations, or certifications.

Benefits

- Retirement Savings Plan
- 22 vacation days
- 8 Paid Holidays
- Sick Time
- Tuition benefits for employee, spouse and dependent children
- Free Metro Link/ Bus pass
- Free Life Insurance
- Health, Dental, Vision
- Health Savings Accounts (HSA)
- Long Term Disability Insurance
- Flex Spending Plan
- Other Benefits

Human Resources website (hr.wustl.edu)

Applicant Special Instructions
The position requires a flexible schedule including some evening and weekend hours. The case manager must have a reliable car as a primary mode of transportation, valid driver’s license and insurance.

Primary work space will be at the Institute for Public Health Taylor Avenue Building on the medical campus. Case manager will often travel to the other level I Trauma Hospitals. On occasions, will visit the Institute for Public Health Seigle Suite located in Hillman Hall on the Danforth campus.