



JOB TITLE: TARGETED CASE MANAGER (TCM)
DEPARTMENT: CLINICAL DEPARTMENT
LOCATION (S): CARSON CITY, DAYTON, ELKO, RENO
SUPERVISOR: TCM SUPERVISOR /PROGRAM COORDINATOR (?) / CLINICAL SUPERVISOR

JOB SUMMARY:

The targeted case manager (TCM) is a professional who works in the healthcare and social services sector. TCMs provide personalized and comprehensive support to individuals or groups with complex needs, such as individuals with mental health conditions, developmental disabilities, substance use disorders, or chronic medical conditions. The primary focus of targeted case managers is to help consumers access necessary resources, coordinate services, and achieve their goals through a person-centered and holistic approach. Services are provided in an integrated behavioral health setting, and recovery-orientated approach to care.

JOB DUTIES AND RESPONSIBILITIES:

Consumer Assessment and Planning:

- Completes case management assessments on all consumers entering caseload.
- Work closely with consumers to identify their goals and preferences for support and services in conjunction with the treatment plan.
- Collaborate with consumers and their families to establish a person-centered approach to care planning.
- Provide individualized and group life skills through interventions to consumers in obtaining their health objectives to restore the individual to their highest level of functioning.

Service Coordination and Advocacy:

- Coordinate and facilitate access to medical, behavioral health, social, and community-based services based on consumers' individualized care plans.
- Advocate for consumers' rights and ensure they receive appropriate and timely services from various providers and agencies.
- Assist consumers in navigating complex systems and overcoming barriers to access resources and services.
- Maintain close communication with the counseling staff and nurse for input regarding medication compliance, side effects of medication, and medication changes and alert these members of the staff of any of those changes in the consumer adjustments.

- Completed documentation accurately in a timely manner (within 24 hours of time of service.)
- Other duties as assigned.

Monitoring and Evaluation:

- Regularly monitor consumers' progress and reassess needs to adjust care plans, as necessary.
- Evaluate the effectiveness of services and interventions, making modifications when needed.
- Keep accurate and up-to-date case records and documentation, within 24 hours of the time of service.

Crisis Intervention and Support:

- Provide crisis intervention and support to consumers during challenging situations.
- Collaborate with emergency services and crisis teams when necessary to ensure the safety and well-being of consumers.
- Available for after-hours emergencies rotating schedule.
- Other duties as assigned.

Collaboration and Networking:

- Work collaboratively with an integrated disciplinary team, including healthcare providers, social workers, therapists, and other professionals, to ensure integrated care for consumers.
- Establish and maintain positive relationships with community resources, agencies, and service providers to enhance support options for consumers.
- Attend interdisciplinary team meetings as needed to effectively mentor individuals' care.

Education and Empowerment:

- Educate consumers about available resources, self-advocacy, and skills for managing their health and well-being.
- Empower and support consumers learning how to make informed decisions and actively participate in their care planning.

Compliance and Reporting:

- Develops appropriate treatment/services plans with consumers as the means for implementing appropriate services and developing effective alliances with consumers.

- Performs other duties as assigned by the supervisor which are consistent with the position and in compliance with agency policies and procedures.
- Follows the Code of Ethics as stated in NAC641.
- Complies with confidentiality requirements as set forth in CFR42 Part I & II and HIPAA regulations.

KNOWLEDGE AND SKILLS:

- Demonstrate ability to interview and assess case management using appropriate assessment tools, and observe, record and report on an individual's functioning.
- Preferred experience in case management or providing support to individuals with complex needs.
- Knowledge of social services, healthcare systems, and community resources.
- Excellent communication and people skills to work effectively with diverse consumers and professionals.
- Empathy and cultural sensitivity in working with individuals from different backgrounds.
- Ability to work independently and as part of an integrated team.
- Time management skills to handle multiple cases and priorities effectively.
- Understanding of confidentiality and ethical standards in consumer care.
- Proficiency in record-keeping and documentation within 24 hours of services being provided.
- Will identify community resources and services for consumers and coordinate provisions of services; to establish effective working relationships with internal agency staff as well as with relevant community organizers; interact positively with consumers and their families.
- Work as a team member, communicate effectively, verbally and in writing, to maintain confidentiality, and to work independently under general supervision.

QUALIFICATIONS:

- A valid Nevada driver's license and proof of insurance.
- Must have the ability to take initiative and perform independently.
- Acceptable driving records.
- Physical stamina and the ability to perform tasks that require bending, lifting, sitting, and standing for extended periods of time.
- Must consistently provide a negative drug screen for illicit substances.
- Must demonstrate a thorough knowledge of Vitality Unlimited policies and procedures.
- Must possess and show aptitude for following direction.

EDUCATION:

- Bachelor's or master's degree in social work, psychology, counseling, nursing, or a related field.
- Relevant licensure or certifications in case management or a related discipline may be required or preferred.

TARGETED CASE MANAGER (TCM)

I have read the job description and understand fully the duties of my position.

Employee Signature

Date

Human Resources Specialist Signature

Date

Job description. Revised 08 / 23

References: Information obtained from Quality Life Center. (n.d.)/ Targeted Case Manager. Quality Life Center. Retrieved from: <https://www.qualitylifecenter.com/careers/targeted-case-manager/#:-:text=Job%20Duties,progress%20and%20provide%20individualized%20supports>.