



## JOB DESCRIPTION

**TITLE:** Clinical Case Manager

**REVISED:** 7/3/2023

**REPORTS TO:** TRC Administrative Program Manager

**EXEMPT/NON-EXEMPT:** Exempt

### SUMMARY OF POSITION:

The Trauma Recovery Center (TRC) Clinical Case Manager (CCM) performs duties under the supervision of a Clinical and Administrative Program Manager. CCM will help comprehensively assess healthcare and social needs of Trauma Recovery Center (TRC) clients. CCM should also demonstrate knowledge of and ability to complete out of home placements in accordance with the regulations and limitations imposed by various agencies and insurance company's guidelines. CMM should also have practical knowledge of the government entitlement programs and community resources. This role will also include community-based medical case management.

### DUTIES AND RESPONSIBILITIES:

1. Provide clinical trauma-focused bio-psychosocial assessment of TRC clients and family members in collaboration with the interdisciplinary team.
2. Provide assertive outreach efforts, clinical case management, and trauma informed evidence-based psychotherapy to acute survivors of violent crimes.
3. Provide comprehensive assessment of client's needs (I.E., food, housing, financial entitlements, disability, Cal/VCB (Victims of crime), legal concerns, substance treatment, etc).
4. Contribute to the development of a treatment plan with the client based on the assessment and help determine the most effective treatment method/s consistent with the client's overall needs.
  - A. The treatment plan will contain S.M.A.R.T goals and will be completed within the timeline prescribed by the Clinical Social Worker. The treatment plan will be updated every month or on an as needed basis based on client's needs.
5. Provide CCM services to clients experiencing complex trauma (Including acute and chronic physical and sexual abuse, victims of interpersonal violence such as sexual assault, physical assault, domestic violence, gunshot wounds, political torture, and immigration trauma). Clients may also be experiencing concurrent medical conditions, psychosocial problems, and may have substance use disorders.
6. Provide services at TRC, client's home, or other outside agencies depending on client needs.
7. May serve as primary therapist in evidence-based treatment groups.
8. Document all patient care assessments, interventions, and treatment progress in applicable system (ORCHID CPRS) in a timely and professional manner.
9. Utilize various clinical treatment modalities including the following Evidence-Based Psychotherapy (EBP) approaches specific to PTSD and trauma recovery: Cognitive Processing Therapy (CPT), Prolonged Exposure (PE) therapy, Cognitive Behavioral Therapy (CBT), etc. as directed by the TRC Clinical Social Worker.
10. Work collaboratively with Clinical Director, Clinical Social Worker, Psychiatrist, Outreach Specialist, and other outside providers.
11. Participate in multi-disciplinary team meetings and professional development meetings.
12. Ensure coverage in all program component areas and demonstrate a cooperative team spirit in providing backup coverage as needed/assigned to prevent disruption of patient care activities.



13. Utilize knowledge of the mental health, medical, and community resources in Los Angeles and maintain familiarity with new programs.
14. Act as a liaison with law enforcement, public services, and community-based organizations.
15. Provide assistance with U-Visas and psychological asylum evaluations as needed and as relevant to their scope of competence.
16. Serve as a client advocate and liaison with the District Attorney's Office and Police Department for victims of crime wishing to file police reports, restraining orders, etc.
17. Attend weekly intake and clinical supervision.
18. Complete notes, reports, and assessments on the agencies EHR, Exym program within 24 hours of services render.
19. Other duties as assigned by supervisor to meet departmental and agency needs.

**MINIMUM JOB REQUIREMENTS:**

1. Masters in social work or Marriage and Family Therapist from an accredited university.
2. Licensed waiver ACSW or AMFT.
3. Spanish Speaking preferred.
4. CA Driver License required.
5. Demonstrate knowledge and understanding of domestic violence, sexual assault, human trafficking, and trauma informed care.
6. Crisis intervention skills.
7. Experience working in community outreach.

**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:**

1. Commitment to working in multi-cultural settings.
2. Commitment to working as a member of a multi-disciplinary team and be responsive to non-physician Directors.
3. Familiar with progress note software for typing notes and documenting medication treatment goals.

**WORKING CONDITIONS AND PHYSICAL EFFORT:**

1. **Hybrid position – must be willing to work in the office as required.** Some positions and programs require employees provide field-based services or to meet with prospects and community partners at their place of business.
2. Work is normally performed in a typical interior/office, with minimal exposure to risks, such as operating dangerous equipment or working with chemicals. Limited physical effort required, including typing, standing, sitting, bending, and stooping.
3. Work environment requires interaction with clients suffering from mental illnesses or emotional disturbances. As such, staff may be exposed to sudden emotional and/or physical outbursts.
4. All employees, regardless of position, serve as role models for the clients who are served by our agency. Therefore, each employee must always be emotionally stable and able to function effectively with children, adolescents, and adults who may have mental or behavioral health problems. The staff must be able to demonstrate appropriate daily behavior, appropriate expression of emotions, as well as appropriate role modeling. Hostility, verbal aggression, unnecessary or inappropriate physical actions, and inappropriate emotional expression are not acceptable.