



Job Title: Inpatient/Crisis Case Manager

Department: Health & Human Services

Position Reports to: Community Services Supervisor

Pay Grade Level: Bachelor's Carlson-Dettman G
Master's Carlson-Dettmann I

FLSA Status: Non-Exempt

Position Status: Full Time

JOB ANALYSIS

This position is responsible to coordinate all inpatient mental health and Alcohol & Other Drug Abuse (AODA) services, both voluntary and involuntary. This includes coordination with court proceedings, law enforcement, clients and families and treatment providers. Additional duties include providing crisis intervention services during regular business hours and providing a full range of case management services to mentally and chronic substance abuse clients.

ESSENTIAL JOB FUNCTIONS

- A. Assist with inpatient coordination as required under the direction of the Community Services Supervisor/Manager.
- B. Coordinate and manage inpatient commitments per Chapter 51, Wisconsin Statutes.
- C. Arrange transportation for inpatient cases.
- D. Provide case management functions for Marinette County clients requiring inpatient/outpatient care.
- E. Coordinate aftercare services for clinic clients upon discharge from inpatient care.
- F. Participate in case staffings with outpatient and Community Support Program (CSP) staff.
- G. Attend case staffings in inpatient setting.
- H. Route written reports/documentation from inpatient facilities to appropriate location (i.e. staff, filing).
- I. Manage cases and coordinate with Anthony House, Rawhide Youth Home, Community Based Residential Facilities (CBRF), foster homes and other possible providers.
- J. Prepare and maintain resource files on inpatient facilities, nursing homes, CBRF's and foster homes.
- K. Meet with family members to discuss commitment requirements, conditions, procedures and alternatives.
- L. Coordinate agency representation at commitment hearings and testify when necessary.
- M. Monitor commitments and recommendations for commitments.
- N. Perform crisis counseling, assess and refer clients/cases during regular business hours.
- O. Provide case management services to clients in crisis diversion until discharge and then coordinate treatment services after discharge.
- P. Provide jail consultation on referrals from jail staff or inmate requests.
- Q. Administer drug tests.
- R. Record patient contacts and clinical documents into computer software/programs to provide essential input regarding clinical treatment.
- S. Participate in After Hours Crisis coverage schedule when necessary.

REQUIRED ABILITIES

- A. Maintain security of confidential matters and materials.
- B. Maintain knowledge of applicable current local, state, and federal laws, rules and regulations.
- C. Communicate orally and in writing effectively.
- D. Present information to management, small groups and individuals.
- E. Respond to inquiries, complaints or questions from a group or individual setting.
- F. Remain calm and levelheaded in difficult, unexpected or emergency situations.
- G. Establish and maintain an effective working relationship with department heads, employees, general public and other agency staff.
- H. Respond effectively to the most sensitive inquiries or complaints.
- I. Memorize and retain information over long and short periods of time.
- J. Prioritize multiple tasks and meet scheduled deadlines.
- K. Work in the presence of distractions or under monotonous conditions without significant loss of efficiency.
- L. Work as team player in the absence of or with minimal supervision and when preparing treatment plans with others.
- M. Work independently, exercise sound professional judgment and utilize authority effectively.

QUALIFICATIONS

Both Levels:

- A. Possess and maintain an insurance acceptable driver's license.
- B. Must qualify under the Wisconsin Caregiver's Law, Wisconsin Act 27.

Bachelor's Level:

- A. Requires a Bachelor's Degree in Social Work or related field from an accredited college.
- B. Prefer six months experience/training working with Mentally Ill and/or AODA clients.

Master's Level:

- A. Requires a Master's Degree in Social Work or a related field from an accredited college.
- B. Requires 18 months of experience working with Mentally Ill and/or AODA clients.

ENVIRONMENTAL CONDITIONS OF THE WORKPLACE

- A. Work indoors in a controlled environment.
- B. Work outdoors exposed to changing weather conditions.
- C. Work in client homes and the community as needed.
- D. Interact with abusive and/or difficult individuals occasionally.
- E. May be exposed to bodily fluids and/or communicable diseases.

PHYSICAL DEMANDS

- A. Requires hand-eye coordination.
- B. Sit for long periods of time.
- C. Lift and/or carry up to ten pounds frequently, occasionally lifting in excess.

ADDITIONAL DUTIES

- A. Work outside of normal hours when necessary.
- B. Perform additional duties as assigned.

NOTE: A Bachelor's level Inpatient/Crisis Case Manager shall move to a Master's level Inpatient/Crisis Case Manager (including pay grade) after completion of and Human Resources verifying Master's level qualifications.

THE ABOVE STATEMENTS ARE INTENDED TO DESCRIBE THE GENERAL NATURE AND LEVEL OF WORK BEING PERFORMED BY THE EMPLOYEE ASSIGNED TO THIS POSITION. THEY ARE NOT TO BE CONSTRUED AS AN EXHAUSTIVE LIST OF ALL JOB RESPONSIBILITIES AND DUTIES PERFORMED BY PERSONNEL SO CLASSIFIED.

MARINETTE COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER. IN COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT, THE COUNTY WILL PROVIDE REASONABLE ACCOMMODATIONS TO QUALIFIED INDIVIDUALS WITH DISABILITIES AND ENCOURAGE BOTH PROSPECTIVE AND CURRENT EMPLOYEES TO DISCUSS POTENTIAL ACCOMMODATIONS WITH MARINETTE COUNTY WHEN NECESSARY.

Prepared: 04/07
Approved: 04/10/2007
Revised: 06/08
Approved: 07/28/2008

10/09/2009 Title changed from **Inpatient/Crisis Coordinator** to **Inpatient/Crisis Case Manager** with 2009 contract ratification

Revised: 09/2015
Approved: 08/17/2016

10/17/2018 Updated to new pay scale.

Revised: 09/2020
Approved: 09/14/2020
Revised: 10/2020 (Bachelor's/Master's Levels)
Approved: 10/22/2020
Revised: 01/2024
Approved: 01/10/2024
Revised: 01/2025
Approved: 02/03/2025 (Bachelor's to Master's Pay if attain qualifications)

Revised & Approved: 04/16/2025 (rewording advancement language by HR)