



Job Title: Mental Health Case Manager

Department: Health and Human Services

Position Reports to: CS Supervisor, CSP Supervisor or CCS Manager

Pay Grade Level: Masters Carlson-Dettmann I
Bachelors Carlson-Dettmann G

FLSA Status: Non-Exempt

Position Status: Full Time

JOB ANALYSIS

Responsibilities include providing a full range of case management or service facilitation functions to support to mentally ill and Alcohol and Other Drug Abuse (AODA) clients residing in Marinette County. Additional duties include providing vocational training, social skills training and enhancement of independent living skills to clients.

ESSENTIAL JOB FUNCTIONS

- A. Facilitate treatment of persons with mental illness and AODA integrating individuals within a community setting.
- B. Provide supportive psychotherapy and treatment follow up for clients including family and provider consultation, as well as peer support.
- C. Evaluate clients for admission and discharge to and from the psychiatric hospital.
- D. Report client changes in weekly case staff meetings.
- E. Conduct assessments and case plans for mentally ill/chemically dependent patients.
- F. Provide clinical treatment and direct patient contact regarding medication, symptoms, adaptability and physical and mental status exams.
- G. Provide crisis intervention, emergency response and service for case management of mentally ill/chemically dependent patients.
- H. Maintain records of client contact and case coordination including treatment plans, case reviews and progress notes.
- I. Act as liaison to facilitate client treatment through coordination of services internally and with outside agencies.
- J. Serve as a liaison with Corporation Counsel in facilitating chapter 51 commitments and chapter 55 protective placements.
- K. Attend in-service meetings and training related to mental health or AODA services.
- L. Demonstrate recognition of current social and political issues that influence the nature of mental health and AODA problems in the community.
- M. Coordinate and facilitate appropriate living arrangements for clients to adequately meet the functional needs of individuals.
- N. Monitor quality of case management utilizing research findings to improve practice.
- O. Maintain all certification and training standards.
- P. Educate the patient, family and friends regarding the details of the client's specific mental illness.
- Q. Develop, implement and oversee treatment plans for clients.
- R. Provide emergency face-to-face or telephone crisis counseling.
- S. Record patient contacts and clinical documents into computer software/programs to provide essential input regarding clinical treatment.

REQUIRED ABILITIES

- A. Maintain security of confidential matters and materials.
- B. Maintain knowledge of current local, state, and federal laws, rules and regulations that apply.
- C. Work as team player in the absence of or with minimal supervision.
- D. Communicate effectively orally and in writing.
- E. Memorize and retain information over long and short periods of time.
- F. Present information to management, small groups and one-on-one situations.
- G. Respond to sensitive inquiries, complaints or questions from a group or one-on-one setting.
- H. Work efficiently and accurately under time constraints, pressure or emotional strain.

- I. Plan and monitor assigned activities effectively.
- J. Apply common sense understanding to carry out simple instructions.
- K. Remain calm and levelheaded in difficult, unexpected or emergency situations.
- L. Work in the presence of distractions or under monotonous conditions without significant loss of efficiency.
- M. Establish and maintain an effective working relationship with department heads, employees, the general public and other agency staff.
- N. Explore and research problems effectively to ensure positive results.
- O. Prioritize multiple tasks and meet scheduled deadlines.
- P. Work independently, exercise sound professional judgement, and effectively utilize authority.
- Q. Function as a member of a team regarding treatment plans.

QUALIFICATIONS

Both Levels:

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

Bachelors Level:

- C. Requires a Bachelor's Degree in Social Work or a related field from an accredited college.
- D. Requires six months of related post-degree experience and/or training.

Masters Level:

- E. Requires a Master's Degree in Social Work or related field from an accredited college.
- F. Requires eighteen (18) months of related experience and/or training.
- G. Must satisfy State of WI Master's Level billing requirements for Master's Level pay for CCS and CSP divisions.

ENVIRONMENTAL CONDITIONS OF THE WORKPLACE

- A. Work indoors in a controlled environment.
- B. Work outdoors exposed to changing weather conditions.
- C. Interact with abusive, difficult, stressed and mentally ill individuals.
- D. 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 in excess.

ADDITIONAL DUTIES

- A. Work outside of normal hours when necessary.
- B. Perform additional duties as assigned.
- C. Travel as needed.
- D. Work with all client populations throughout the lifespan.
- E. Perform psychotherapy if possess an active WI DSPS License/Certification as a Clinical Social Worker, Professional Counselor or Marriage & Family Therapist.

NOTE: A Bachelor's level Mental Health Case Manager shall move to a Master's level Mental Health 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: 02/02

Approved: 02/02

Revised: 11/04

Revised: 04/05

Approved: 11/21/2005

Revised: 06/08

Approved: 07/28/2008

Revised: 03/2014 (combine Masters and Bachelors)

Approved: 03/24/2014
Revised: 05/2014
Approved: 05/19/2014
Revised: 07/2014
Approved: 07/21/2014
Revised: 09/2015 & 10/2017
Approved: 03/13/2018
Revised: 06/2019
Approved: 07/22/2019
Revised: 11/2019 (Master's Billing)
Approved: 12/04/2019
Revised: 01/2020
Approved: 01/27/2020
Revised & Approved: 05/05/2025 (rewording NOTE language)
Revised: 05/2025
Approved: 05/06/2025