

TITLE: Passage Case Manager  
REPORTS TO: Program Manager

The Bridge Behavioral Health shall not discriminate in hiring of qualified individuals regardless of race, color, religion, gender, national origin, protected age, disability, veteran status, marital status or pregnancy.

RESPONSIBILITIES: Serves as the coordinator for the Passage Extended Respite Program for The Bridge Behavioral Health, a 68-bed substance abuse treatment center licensed by the State of Nebraska. The Bridge is a not-for-profit, 501(c)(3) organization incorporated in 1983. This position provides case management services for the Passage Extended Respite program.

DUTIES:

1. Responsible for managing all client collateral activities including but not limited to:
  - a. General Assistance applications
  - b. Food Stamp applications
  - c. Housing applications and placement
  - d. LB95 paperwork
  - e. Client budget development
  - f. Assist with getting bus tickets/learning bus routes
  - g. Job applications/job search with clients
  - h. Provide program and facility orientation to new clients
  - i. Monitor client lengths of stay in accordance with treatment plans
  - j. Complete admission paperwork with all clients
  - k. Maintain awareness of community resources
  - l. Identify new resources and share information
  - m. Serve as outreach liaison as necessary
  - n. Serve on community committees as necessary
  - o. Identify client needs and take responsibility for addressing
  - p. Coordinate admission and discharge process
  - q. Collaborate with others involved in client's case, such as outside case management services, medication management, therapists, day programs and other established or beginning resources in the community
2. Responsible for managing client admissions, orientation to treatment and stay:
  - a. Assess client basic and educational needs
  - b. Provide program and facility orientation to new clients
  - c. Monitor client lengths of stay in accordance with treatment plans, state and payor guidelines
  - d. Complete admission paperwork with all clients
  - e. Region eligibility/fee agreements/attestation
  - f. Informs clients of their rights and responsibilities
3. Responsible for the provision of case management services for the Passage Extended Respite Program and as time/capacity allows for the Medical Withdrawal Unit and 7 day respite program.
4. Responsible for reports and record keeping and for utilization of the agency's electronic health record (EHR) system to manage client's treatment documentation.
5. Establishes rapport with peers and clients while maintaining professional boundaries.

6. Facilitates groups and assists in the provision of educational, recreational rehabilitative experiences for the clients.
7. Assists with transportation when necessary
8. Completes all necessary paperwork according to facility and program guidelines.
9. Immediately informs the Team Leader or nurse on duty of any medical or mental health problems with clients.
10. Works independently and exercises good judgment in emergencies.

**EDUCATION:** Associate degree required, preferably in the Human Services field. Bachelor's degree preferred. Experience may take the place of education.

**EXPERIENCE:** Previous work experience in the human service field and/or previous case management experience. Experience working with substance-dependent clients preferred.

**OTHER QUALIFICATIONS:** Must demonstrate knowledge of community resources, flexibility and express willingness to find new resources through research and interagency communication. Must demonstrate knowledge of the value of an interdisciplinary approach to treatment/recovery, as well as assessment, planning, linkage, monitoring and advocacy.