

Job Title	Case Manager
Employer/ Agency	Positive Steps Inc.
Job Description	<p>Positive Steps Inc. is currently seeking a Case Manager at our 4003 Griggs Rd. office. Under the Executive Director's supervision, the case manager will be responsible for documentation of behavioral incident reports and daily progress notes.</p> <p>This position will perform a variety of complex clerical and administrative duties with minimal supervision. An employee in this position is responsible for maintaining administrative and clinical documentation both in terms of content and timeliness.</p> <p>This position requires the ability to prioritize assignments, complete them in a timely and accurate manner, exercise good judgment, be collaborative and function with a minimum of direction.</p> <p>Responsibilities may include answering phone calls, coordinating communication between team members and involved agencies, typing daily progress notes and behavioral incident reports, maintaining client confidentiality, and providing general clerical support to clinical and medical staff as assigned.</p> <p>This position requires the ability to prioritize assignments, complete them in a timely and accurate manner, exercise good judgment, be collaborative and function with a minimum of direction.</p> <p>The case manager may also perform other responsibilities as requested or required within the time frame set forth by Positive Steps and minimum standards.</p>
Qualifications	<ul style="list-style-type: none"> • Bachelor's Degree in a mental health discipline (SW, Counseling, Psychology, MFT) Preferred, with at least 1 year's related experience in Administrative Assistant capacity • Experience in medical, mental health or social services field preferred. • Excellent clerical and/or administrative skills. • Ability to maintain a positive, solution-focused demeanor when responding to conflicts or problems. • Demonstrated organizational skills and the ability to multitask within a fast-paced environment. • Excellent communication skills, written and verbal. • General computer proficiency, including Microsoft Word, and accurate typing and word processing skills. • Ability to pass pre-employment criminal background check • Current and active TX Driver's license and personal transportation • Basic skill in giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times • Intermediate skill in understanding written sentences and paragraphs in work related documents • Basic skill in talking to others to convey information effectively • Basic skill in communicating effectively in writing as appropriate for the needs of the audience <p>Competencies:</p>

1. Integrity and Trust
2. Attention to Detail
3. Dealing with Ambiguity
4. Time Management
5. Patience

Knowledge:

1. In-depth knowledge of operation/use of computer software, including applications such as email, electronic medical record software, and other job-related software
2. Basic knowledge of DSM-V and mental health terminology
3. Basic knowledge of telephone, email/social media, and office etiquette
4. Basic knowledge of HIPAA laws and other state and federal privacy laws

Abilities:

1. Ability to read and understand information and ideas presented in writing
2. Ability to communicate information and ideas in writing so others will understand
3. Ability to listen to and understand information and ideas presented through spoken words and sentences
4. Ability to concentrate on a task over a period of time without being distracted
5. Ability to apply general rules to specific problems to produce answers that make sense
6. Ability to quickly make sense of, combine, and organize information into meaningful patterns

Salary/Hours	\$10-12/hr commensurate with experience
Employer/Agency	Positive Steps Inc.
Address	4003 Griggs Rd.
City, State, Zip	Houston TX 77021
Contact Person	Sofia Georgiadou, Ph.D., LPC-S
Contact Title	Clinical Director
Telephone Number	713-522-0559
Email Address	psireferrals@aol.com
Application Method	Email resume and writing sample to psireferrals@aol.com
Opening Date	11/22/2017

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