Job Title: Assisted Outpatient Treatment Case Manager

Department: Integrated Care

Job Summary:
The Assisted Outpatient Treatment Case Manager will be supporting the Assisted Outpatient Treatment (AOT) grant on behalf of Cook County Health & Hospitals System (CCHHS). The Assisted Outpatient Treatment (AOT) grant is a program that is aimed to reduce the frequency and duration of psychiatric hospitalization, homelessness, incarceration, and interactions with the criminal justice system while improving the health and social outcomes of individuals with a serious mental illness (SMI). This goal is accomplished by providing individuals with linkage to community providers and court ordered treatment services. The AOT Case Manager assists with linkage and referral to appropriate evidenced-based services for each individual in order to ensure continuative of care. The AOT Case Manager is also responsible for coordinating a number of tasks, such as the completion of all court documentation, ensuring the attendance of all required individuals at the hearing, and the implementation of the discharge plan. The AOT grant will expire on September 30, 2020.

Typical Duties:
- Establishes and maintains relationships with both referring agencies/organizations as well as community treatment providers.
- Participates in rounds/staffing with agencies and organizations in order to offer AOT services as a possible option to discharge planning.
- Participates in the referral process to coordinate care and connect with support service providers facilitating referrals for the AOT Program.
- Responds to client referrals within 24 hours.
- Provides intensive case management to clients that have a history of difficulty participating in outpatient treatment plans.
- Assesses client for mental and physical needs that could be met through a court ordered treatment plan.
- Engages in regular communication throughout the process with the Assistant State’s Attorney, Guardianship and Advocacy Council, Community providers, the client, and any family members.
- Coordinates the completion of all required court documents and ensures they are filed in a timely manner.
- Attends all court hearings for assigned clients.
- Provides recommendation for treatment/discharge plans.
- Coordinates the execution of the discharge plan.
- Provides case management follow-up services on an as needed basis.
- Participates in weekly AOT Team meetings and Case Management calls.
- Engages in program promotion and education, such as training for Psychiatrists and Social Workers at various hospitals, as necessary.
Reporting Relationships
Reports to the Assisted Outpatient Treatment Project Manager

Minimum Qualifications
- Master's Degree in Social Work from an accredited college or university
- Must be a Licensed Clinical Social Worker (LCSW) in the State of Illinois
- Two (2) years of experience working with individuals with serious mental illness (SMI)
- Must possess valid driver's license and current vehicle insurance coverage to travel throughout Cook County

Knowledge, Skills, Abilities and Other Characteristics
- Knowledge of mental illness, substance abuse and recovery support systems in Cook County
- Knowledge of and experience with the population-focused health
- Experience in the coordination or management of multi-agency initiatives that expand across systems of care, such as hospitals, Department of Corrections, Civil Court, Community providers
- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Strong customer service and empathy skills
- Strong interpersonal skills with the ability to work collaboratively work with physicians, nurses, therapy department members, social workers and insurance company representatives
- Demonstrate critical thinking, problem-solving, and relationship management skills
- Demonstrate analytical and organizational, problem-solving, critical thinking and conflict management/resolution skills
- Ability to work autonomously and consult appropriately
- Ability to develop and execute patient care plans and advocate effectively for member/patient needs to achieve optimal health outcomes
- Proficiency with Microsoft Office Suite products (Word, Excel, and Outlook)

Physical and Environmental Demands
This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.
The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.

Approval:  
Mary Sajdak  
Chief Operating Officer, Integrated Care Services  
11/15/2017  
Date

Approval:  
Gladys Lopez  
Chief Human Resources Officer  
Date