



# Care Manager Job Description

**AIMS CENTER**

**W** UNIVERSITY of WASHINGTON

Psychiatry & Behavioral Sciences

## **JOB SUMMARY**

The care manager functions as a core member of a Collaborative Care team that involves the patient's primary care provider, a psychiatric consultant, and, when available, other mental health providers in the primary care clinic. The care manager is responsible for coordinating and supporting mental health care within the clinic and for coordinating referrals to clinically indicated services outside the clinic. The care manager may provide evidence-based treatments or work with other mental health providers when such treatment is indicated.

## **DUTIES AND RESPONSIBILITIES**

1. Support and closely coordinate mental health care with the patient's primary care provider and, when appropriate, other treating mental health providers.
2. Screen and assess patients for common mental health and substance abuse disorders.
3. Provide patient education about common mental health and substance abuse disorders and available treatment options.
4. Monitor patients (in person or by telephone) for changes in clinical symptoms and treatment side effects or complications.
5. Support psychotropic medication management prescribed by PCPs, focusing on treatment adherence, side effects and other complications, and effectiveness of treatment.
6. Provide brief interventions using evidence-based techniques such as Behavioral Activation, Problem-Solving Treatment, Motivational Interviewing, or other treatments appropriate for primary care settings.
7. Provide or facilitate in-clinic or outside referrals to evidence-based psychosocial treatments (e.g, CBT, IPT) as clinically indicated.
8. Participate in regularly scheduled (usually weekly) caseload consultation with the psychiatric consultant and communicate resulting treatment recommendations to the patient's PCP. Consultations will focus on patients new to treatment or who are not improving as expected.
9. Facilitate patient engagement and follow-up in care.
10. Track patient follow-up and clinical outcomes using a registry. Document in-person and telephone encounters in the registry and use the system to identify and re-engage patients.
11. Document patient progress and treatment recommendations in the registry so they can be easily shared with PCPs, the psychiatric consultant, and other treating providers.
12. Facilitate treatment plan changes for patients who are not improving as expected in consultation with the PCP and the psychiatric consultant. These may include changes in medications or psychosocial treatments or appropriate referrals for additional services.
13. Facilitate referrals for clinically indicated services outside the primary care clinic (e.g., social services such as housing assistance, vocational rehabilitation, mental health specialty care, substance abuse treatment).
14. Complete relapse prevention plan with patients who are in remission.



## REQUIREMENTS

- If Care Manager will provide psychotherapeutic treatment, they should have the appropriate training and clinical licensure/certifications to do so. This could include:
  - Licensed Mental Health Counselor, or
  - Licensed Marriage and Family Therapist, or
  - Licensed Social Worker, or
  - Certified Counselor, or
  - Licensed Psychologist, or
  - Licensed Registered Nurse or Nurse Practitioner
- If Care Manager will perform all functions except delivery of psychotherapeutic treatment, they can be a paraprofessional. This could include:
  - Bachelor's or Associate level Counselor
  - Mental Health Aide
  - Behavioral Health Aide
  - Medical Assistant
  - Vocational Nurse
  - Nursing Assistant
- Demonstrated ability to collaborate effectively in a team setting.
- Ability to maintain effective and professional relationships with patient and other members of the care team.
- Strong communication skills.
- Comfort with the pace of primary care.
- Ability to effectively engage patients in a therapeutic relationship, when appropriate.
- Ability to work with patients by telephone or in person.
- Experience with screening for common mental health and/or substance use disorders.
- Experience with assessment and treatment planning for common mental health and/or substance use disorders, when appropriate.
- Working knowledge of differential diagnosis of common mental health and/or substance use disorders, when appropriate.
- Working knowledge of evidence-based psychosocial treatments for common mental health disorders, when appropriate.
- Familiarity with brief, structured intervention techniques (e.g., Motivational Interviewing, Behavioral Activation), when appropriate.
- Basic knowledge of psychopharmacology for common mental health disorders that is within appropriate scope of practice for type of provider filling role.

## DESIRED

- Experience working with underserved, transient populations (if applicable).
- Experience working with patients who have co-occurring mental health, substance abuse, and physical health problems.
- Experience with evidence-based counseling techniques (e.g. CBT or PST), when appropriate.

