



SOUTH COUNTY OFFICE (ADMINISTRATION)

5 Premier Drive, Ste.200

Fenton, MO 63026

P: 314.544.3800 F: 314.843.0552

CATHOLIC CHARITIES FEDERATION

JOB DESCRIPTION

Job Title: Case Manager- Triage
Agency: Saint Louis Counseling
Reports To: Regional Office Director
Approved: _____
Date: July 2023

Office Use Only:

Grade: _____
Job Code: _____
EEO Code: _____

The purpose of the CMT position is to provide access to non-therapeutic behavioral health education and/or coaching for individuals seeking services at Saint Louis Counseling. This service will be offered to most individuals seeking initial services when capacity is limited or who would benefit from this level of care. This CMT will have a thorough understanding of an array of behavioral health diagnoses, group education facilitation, community resources and crisis intervention.

- The Case Manager-Triage (CMT) will manage and address the needs of individuals/families on St. Louis Counseling’s current waitlist by meeting with those interested in the service on either a weekly or bi-weekly basis.
- Reporting to a Regional Director, the CMT will utilize exceptionally well-developed verbal, listening, and written communication skills to facilitate the triage and screening of all clients on the current wait list to determine the type of services needed
- The CMT will monitor individuals on the waitlist for their mental health symptoms on a regular basis and make appropriate referrals, as necessary.
- The CMT will explain all services offered by the Saint Louis Counseling’s clinical team.
- The CMT will provide relevant mental health education and make recommendations for other community supports services.
- The CMT will provide non-therapeutic counseling and/or coaching sessions for clients for the purpose of adding or reinforcing protective factors.
- The CMT will conduct one-on-one, or family/caregiver non-therapeutic counseling or coaching sessions designed to educate or reinforce lessons learned for the purpose of reducing symptoms and presenting problems while also addressing maladaptive patterns of behavior.



- The CMT will facilitate symptom specific group sessions designed to build skills, to educate, to reinforce lessons, to reduce risk factors, and to address maladaptive patterns of behavior.
- The CMT will assist clients with developing their decision-making, problem-solving, interpersonal, and/or coping skills.
- CMT services will also include assessment, planning, coordination, and advocacy services for clients who need multiple services and require assistance in gaining access to and in using a variety of community-based services (e.g., vocational, public assistance, educational).
- Other duties as assigned.



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