



Job Description Case Manager

The Mountain Center Harm Reduction Program is committed to reducing stigma and empowering clients through services that reduce the harms associated with substance use and other high-risk activities among individuals and communities in Northern New Mexico.

We provide a holistic approach to Harm Reduction Services in Rio Arriba County by means of syringe exchange, overdose prevention and response education, Naloxone distribution, and improving access to medical, behavioral, treatment and social services.

The full time 40 hours a week position of case manager is responsible for providing case management to clients in our MAT, counseling services and Harm Reduction program.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Case Management

- Admits new clients by reviewing records and applications; conducting orientations.
- Support clients connecting to services and Monitors cases by verifying clients' attendance; observing and evaluating treatments and responses; advocating for needed services and entitlements; obtaining additional resources; intervening in crisis; providing personal support.
- Maintains clients' records by reviewing case notes; logging events and progress.
- Work with clients with various diagnosis and treatment goals using a variety of modalities, such as person-centered talk therapy, experiential adventure therapy, play therapy, CBT techniques, Motivational Interviewing, and others depending on the specific needs and goals of the clients.
- Responsible for complete client assessments/initial adult checklists into the Pathways portal for individuals referred to the OUR Network towards the completion of contract agreement with Rio Arriba County.
- Handle case assignments, draft service plans, review case progress and determine case closure.
- Facilitate multiple care aspects (case coordination, information sharing, etc) within TMC as well as outside of the agency.
- Help clients make informed decisions by acting as their advocate regarding their clinical status and treatment options.
- Develop effective working relations and cooperate with medical team throughout the entire case management process.
- Work in various clinical settings which may include individual, couple, family, and group therapies.
- Actively participates in reflection and feedback from personnel and clinical supervisor. Attends weekly clinical supervision sessions (individual and group).
- Attends monthly formal personnel supervision. Utilizes formal and informal feedback from supervisor, clinical supervisor, and co-workers.
- Ability to complete all necessary clinical documentation for both internal and external purposes (intake, assessment, treatment plans, progress notes, discharge summaries, etc).

- Follow DOH and TMC protocols for Syringe Exchange and safety guidelines as trained for handling biohazard waste.
- Is prepared to respond appropriately to emergency situations that may be encountered in the field in accordance with training received including overdoses.
- Maintain accurate and legible paperwork for all syringe exchange / overdose prevention activities.
- Professionally represent the TMC Harm Reduction Program to clients, community members, interns, volunteers and staff.
- Assists in vehicle cleanliness, organization and daily safety inspection at the beginning, during and after shifts.

Qualifications

Minimum:

- CSW, CCSS or CPSW certification
- Associate or Bachelor's degree in a related field or higher and or two solid years of experience in case management
- Experience directly related to the duties outlined in duties and responsibilities
- Previous experience with psychological aspects of care
- Excellent knowledge of case management principles
- Knowledge of the following (and or able to train):
 - HCV/HIV/pathogens and infectious disease
 - Addiction (Substance use and misuse)
 - CPR/First Aid (Certification preferred)
 - Harm Reduction Models and Best Practices
- Possesses the mental resolve to deal with complex, highly emotional and/or stressful situations
- Excellent interpersonal skills with the ability to effectively listen and offer solutions without passing judgment
- Ability to remain diplomatic when the political climate interferes with program goals and objectives
- Ability to be client and mission centered
- Ability to communicate in English, both verbally and in writing
- Ability to maintain highly confidential information in a professional manner (in accordance with federal HIPAA and 42CFR part 2 regulations)
- Ability to work with others in a team and collaboration efforts
- Proficient in Microsoft Office including Word, Outlook, Access and Excel
- Working knowledge of standard office equipment (personal computer/laptop, phone with voicemail, fax, copier, etc.)
- Ability to read and comprehend complex documents; to respond effectively to the most sensitive inquiries or complaints; to prepare correspondence, presentations and articles as may be necessary; and to communicate effectively with staff and clients/participants
- Ability to establish and maintain effective relationships within the community.
- Demonstrated capacity to effectively market the Mountain Center's programs while strategically developing community networks to establish and/or maintain continued support for TMC
- Clear driving record and valid driver's license with solid driving skills due to extensive travel; willing and able to use TMC vehicle for outreach and local travel on Center business; with valid driver's license and proof of insurance
- Familiarity with the social, cultural and economic make-up of New Mexico or service area and ability and willingness to work with diverse populations

Preferred:

- Bilingual, English and Spanish

Equal Employment Opportunity: The Mountain Center provides equal employment opportunities to all qualified individual without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability.

Americans with Disabilities Specifications: The position is primarily in an outdoor setting working out of a motor vehicle, requiring long periods of standing and walking in and out of a vehicle. This position also requires some sitting at a desk in front of a computer. Presentation and community outreach tasks may require the employee to sit or stand for long periods of time. Extensive travel, typically by automobile; must be comfortable driving on unpaved/uneven roads and in inclement weather, during sunrise/sunset and in the dark. Employee must have the ability to clearly communicate in person and on the telephone in the decibel range of normal conversation levels. Employee must be able to hold a pen, type and grasp documents. The position requires the ability to safely lift 50 pounds unassisted.

Work Environment: Office environment and motor vehicle for out in the field for mobile HR services, requires physical acumen- lifting up to 50 lbs, walking for 4 hours a day, and being outside most of the day. Handling of biohazard materials.

Equipment Used: Personal computer and standard office equipment (phone with voicemail, fax, copier, scanner ten-key calculator).

Job Responsibilities Notes: The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. The Mountain Center may change the specific job duties with or without prior notice based on the needs of the organization.

Our work centers around LGBTQ+ individuals, people of color, individuals in recovery, people with various diagnoses and abilities, and other marginalized communities. Therefore, we strongly encourage people with these identities and from these and other marginalized communities to apply.

The position provides 40 hours of work per week/weekends; salary range is \$34,000-\$38,000 DOE annually dependent on experience and qualifications. Paid Time Off and health insurance benefits, and retirement benefits offered after one year of employment. The Mountain Center is an Equal Opportunity Employer.

Please send a cover letter, resume and application to jobs@themountaincenter.org