



## Case Manager Transitional Living Program

The Mountain Center's (TMC) Transitional Living Program supports women with co-occurring disorders who seek support in their recovery. The Case Manager plays a critical role in welcoming clients through the intake process, working with referrals, helping clients identify life goals, planning their discharge and supporting the clients aftercare. This position also supports administrative support. In its essence, the Case Manager is a hub that works on many levels of the organization and is one of the roles that interacts with the larger community as an advocate and spokesperson for The Mountain Center and our clients.

### Responsibilities:

- Oversees intake and admin for new clients by reviewing intake and documentation of records as well as working with referrals for potential new clients.
- Oversees clients case management goals and co-creates with clients, therapists and other community involvement case management and discharge plans that supports the clients recovery and treatment goals
- Works closely with clients therapist to support treatment goals, client care and discharge plans
- Facilitate multiple care aspects (case coordination, information sharing, etc) within the program as well as outside of the agency.
- Along with the TLP Operations Manager, schedules doctors visits and other medical follow up visits.
- Provides after care check in four to six weeks after discharge.
- Maintains clients' records by reviewing case notes; logging events and progress.
- Support clients make informed decisions by acting as their advocate regarding their needs and help clients with a number of community support services that support their treatment and case management goals
- Develop effective working relations and cooperate with the medical agencies throughout the entire case management process.
- Complete all necessary clinical documentation for both internal and external purposes (intake, assessment, treatment plans, progress notes, discharge summaries, etc) and enter all necessary information in the EMR systems.
- All duties as assigned

### Minimum Qualifications:

- Associate or Bachelor's degree in a related field or higher and solid experience in case management
- Experience directly related to the duties outlined in duties and responsibilities
- 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
- 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:

- CSW, CCSS or CPSW certification
- Bilingual, English and Spanish

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 \$42,000-\$48,000 annually dependent on experience and qualifications. Paid Time Off and health insurance benefits, and retirement benefits offered. The Mountain Center is an Equal Opportunity Employer.

Please send a cover letter, resume and application to [jobs@themountaincenter.org](mailto:jobs@themountaincenter.org)  
[https://themountaincenter.org/wp-content/uploads/2021/03/TMC\\_General\\_Application\\_03\\_2020.pdf](https://themountaincenter.org/wp-content/uploads/2021/03/TMC_General_Application_03_2020.pdf)