



## **Counseling Services Case Navigator Santa Fe, NM**

This position provides Case Navigation to clients enrolled in the Counseling Services program in Santa Fe. This position is 40 hours per week with benefits. This position has an additional focus on working with the Santa Fe County program called Transformative Justice (TJI).

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Admits new clients by reviewing records and applications; conducting orientations.
- Support clients connecting to services and monitor 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 assessment and Case Navigation checklists
- 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.
- Ability to complete all necessary clinical documentation for both internal and external purposes (intake, assessment, treatment plans, progress notes, discharge summaries, etc).
- Professionally represent the TMC Programs to clients, community members, interns, volunteers and staff.
- Prepare and maintain complete case files on all assigned clients, making sure that all required services, forms, and reports are included and complete.
- Enforces and maintains policies, procedures, rights, rules, regulations, guidelines and adherence to and compliance with client service delivery, confidentiality, and ethics.
- Record client progress notes that are reflective of the treatment goals and objectives.

- Assists other staff in the management of clients in emergencies according to TMC policies and procedures and in accordance with training.
- Responsible for creating and maintaining a therapeutic and safe environment for clients.
- Provides and coordinates referral services for clients to other agencies for services not provided by TMC.
- Attends all mandatory Staff Meetings/Trainings as assigned.
- Participates in initial and ongoing training and other EBP's utilized for client service delivery. Maintains fidelity to the EBP's being utilized.
- Participates in weekly and bi-weekly group supervision with Clinical Director.
- Performs other related duties as required by Supervisor.

### **QUALIFICATIONS:**

#### **Minimum:**

- 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
- Previous experience with psychological aspects of care
- 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:**

- CSW, CCSS or CPSW certification
- Bilingual, English and Spanish
- Master's level actively licensed in the state of New Mexico as a mental health/substance abuse Counselor or Therapist, LMSW, LISW, LMHC, LPCC, etc.
- Familiarity with the social, cultural and economic make-up of New Mexico or equivalent service area and the ability and willingness to work with diverse populations.

*If interested, please email a cover letter, resume, and application to  
[jobs@themountaincenter.org](mailto:jobs@themountaincenter.org)  
[TMC Job Application](#)*