**Case Navigator**

**Counseling Service Program**

**Name:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Reports to:** Program and Clinical Director **Full Time, Hourly Position**

This position provides Case Navigation services to clients enrolled in The Mountain Center’s Recovery Support Services (RSS), Rio Arriba County Drug Court, Transitional Living Program (TLP), Genders and Sexualities Alliance Network, and clients who are enrolled in Counseling Services. This position is full time and located in both the Counseling Services Office in Santa Fe, with two days of reporting to the Española Office.

**Responsibilities:**

* Provides an average of 12-16 hours of Comprehensive Community Support Services (CCSS) services per week, or as assigned.
* Work with clients with various diagnosis and treatment goals using a variety of modalities.
* Leads a weekly one hour group for Rio Arriba County Drug Court clients.
* Admits new clients by reviewing intakes, records and applications; conducting orientations to available services.
* Responsible for completing client assessments and supporting the formulation of an applicable mental health diagnosis.
* Assist clients in the development and implementation of their personalized, individual treatment plans, which address their self-identified co-occurring treatment issues.
* Supports connecting clients 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.
* Help clients make informed decisions by acting as their advocate regarding their clinical status and treatment options.
* Maintains clients’ records by reviewing case notes, logging client contacts, and reporting on client progress.
* Develop effective working relations and cooperate with other members of The Mountain Center team throughout the entire case navigation process.
* Assists with contract reporting, as assigned.
* Attends CCSS supervision meetings and other meetings as assigned.
* All duties as assigned by the direct supervisor.

**Qualifications**

* CCSS or CPSW certification,
* Associate or Bachelor's degree in a related field or higher and or two solid years of experience in case navigation.
* Experience directly related to the duties outlined in duties and responsibilities.
* Previous experience with community mental health care.
* Excellent knowledge of case navigation principles.
* Knowledge of the following (and or able to train):
  + - Addiction (Substance use and misuse)
    - Harm Reduction Models and Best Practices
    - CPR/First Aid
    - HCV/HIV/pathogens and infectious disease
* 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 harm reduction services, requires physical acumen- lifting up to 50 lbs, walking, typing on a commuter,. handling biohazard materials for harm reduction services.

**Equipment Used:** Personal computer and standard office equipment (computer, 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.

| ACKNOWLEDGEMENTS |
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| Creation Date: February 3, 2025 |
| Supervisor: I have approved this job description and reviewed it with my employee.  Signature: Date: |
| Employee: I have reviewed this job description with my supervisor and acknowledge receipt.  Signature: Date: |
| Executive Director  Signature: Date: |

**The signed acknowledgement will be sent to Human Resources for inclusion in the personnel file.**