

NEW POSITION

Mental Health Association in Orange County, Inc.



**SPECIALIZED CARE AND CARE MANAGER
JOB POSTING**

I. Title: Specialized Case and Care Manager

Position located in Middletown/Newburgh

II. Reports to: Specialized Case and Care Manager Program Supervisor

III. Job Objectives:

Provide case and care management services to individuals referred through OCDSS' Division of Economic Independence, and who are referred to receive specialized case and care management services (SCCM Services). Provide case and care management services to assist participant(s) with obtaining and maintaining permanent, stable housing and with factors that threaten housing stability including but not limited to, physical disability and other chronic health issues, mental health needs, alcohol/ substance abuse and unemployment.

Perform duties while actively promoting an environment consistent with MHA's Cultural Equity Policy and **WELCOME Orange**.

IV. Qualifications:

Education:

- Bachelor's Degree in any of the following: child and family studies, community mental health, counseling, education, nursing, occupational therapy, physical therapy, psychology, recreation/recreation therapy, rehabilitation, social work, sociology, or speech and hearing.

Experience:

- A minimum of one year of experience in the field of Human Services.
- Bilingual Spanish / English a plus.
- Effective written and oral communication skills.
- Experience with Case or Care Management highly preferred.
- Knowledge of Orange County resources highly preferred.
- Knowledge of benefits and entitlements, such as Temporary assistance, Medicaid, and SSI/SSD highly preferred.
- Experience with Electronic Health Record Program(s).
- Ability to work independently with minimal direct supervision.
- Must be organized, self-motivated, and can coordinate multiple tasks simultaneously.
- Ability to exercise sound judgment under crisis situations and to abide by regulations regarding confidentiality.
- Valid Driver's License and ability to drive with current driving record acceptable for agency insurance coverage.
- Must be clear and maintain an acceptable record under the Office of Mental Health (OMH) mandated criminal background check process.

V. Responsibilities:

- Attend weekly Coordinated Entry meetings, as well as attend Biweekly SPOA meeting, and meetings with DSS, as needed.
- Attend trainings and meetings relevant to Specialized Case and Care Management.
- Responsible for maintaining a caseload of up to 12 Participants per month and/or completing intake assessments.
- Conduct regular face-to-face contacts with the Participant in Participant's home, at service agencies, in OCDSS offices, and/or at various other community locations.
- Maintain regular contact with the Participants via phone calls, text messages and/ or email.
- Assist the Participants with housing searches, help Consumers complete application and speaking to potential or current landlords as need, ensuring that the Participant obtains stable housing within set timeframe
- Refer the Participants to mental health and/or alcohol/ substance abuse treatment as appropriate.
- Assist the Participant(s) with applying for assistance under federal, state, and local social services programs, including but not limited to, Medicaid, Supplemental Nutritional Assistance Program (SNAP), Home Energy Assistance Program (HEAP), and Temporary Assistance.
- Follow-up with social service agencies to ensure all requested paperwork is submitted and the Participant is in compliance with eligibility requirements.
- Assist with the Participant's employment search by referring the Participant(s) to local employment and training agencies, helping the Participant write a resume, and preparing the Participant for job interviews as needed.
- Provide coordination of the Participant's medical care services among various providers.
- Submit monthly billing for caseload.
- Complete monthly benchmark and metric collection information and submit to Program Supervisor.
- Maintain all client records electronically through AWARDS Electronic Record Keeping.
- Maintain all client files according to program policies and procedures.

Other Duties:

- Duties outlined above are intended to describe the essential job functions, the general supplemental functions, and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities, and requirements of a person so classified. Other functions may be assigned, and management retains the right to add or change the duties at any time.

Terms of employment/benefits:

- Non-Exempt.
- Forty (40) hours per week.
- Paid time off, holidays and sick leave according to MHA policy.

**Please send letter of intent and resume to:
MHA Recruiting
Mental Health Association in Orange Co. Inc.
73 James P. Kelly Way
Middletown, NY 10940
or fax to (845) 343-9665
or email to mrecruiting@mhaorangenyc.com**