



Job Title: Case Manager
Department: The Crossroads
Supervisor: Clinical Director
Location: Crossroads for Women – 805 Tijeras Ave NW, Albuquerque, NM 87102
Pay Range: \$32,000 - \$34,000 (dependent on experience), plus employer paid benefits
FTE Status: Full-Time Exempt (40 hours per week)

Job descriptions are intended to present a general list of tasks/duties performed by employees. Job descriptions are not intended to reflect all duties performed within the job. Nothing in this job description forms or is intended to form a contract of employment. Employment with Crossroads for Women is at will.

ABOUT CROSSROADS FOR WOMEN

Crossroads for Women works to break destructive cycles and support women to build their lives. The Crossroads delivers Therapeutic Day Treatment services in support of women in permanent supportive housing and transitional living in therapeutic communities. Crossroads for Women provides comprehensive, integrated services to support women working to break the cycle of homelessness and incarceration. Women receive support in building healthy, stable, and self-sufficient lives in the context of their family, community, and culture. Recognized by the New Mexico Legislature for outstanding services to the community, Crossroads for Women operates on a \$2M annual budget, with a staff just shy of 40 people and many community volunteers in four locations across central New Mexico.

POSITION SUMMARY

Under general supervision of the Clinical Director and in a collaborative role in the organization, a Case Manager is someone who provides intensive case management services and develops treatment/service plans, in conjunction with client and other appropriate staff members, for clients who are homeless, previously incarcerated and have co-occurring mental health diagnoses with drug/alcohol dependency. Case management services include crisis intervention, relapse prevention support and emergency services, ongoing psychosocial assessment, family support services, and vocational support.

Together with other members of the clinical team, the Case Manager will:

- Provides support and encouragement for clients in fulfilling service/treatment plans and achieving goals across seven domains: housing, mental health, recovery, physical health/dental, independent living, vocational, and family/parenting
- Ensure case management services comply with service goals and objectives, organization mission and philosophy and the parameters of Federal, State and local funding and agency guidelines

- In collaboration with clinical team, prepare for vacant housing units by communicating with referring agencies and applicants about status on the waitlist, notification of interviews, and outcome of interviews and acceptance to the program
- Abide by confidentiality standards required by Crossroads, State and Federal statutes
- Develops relationships with prospective employers in the provider and business community
- Responsible for grant compliance and monthly reporting in area of vocational services.

REQUIREMENTS

Education

- Bachelor's degree in social work or related field and at least two years of related experience; Master's degree in human services strongly preferred

Knowledge

- Requires knowledge and belief in trauma-informed, gender specific, and culturally competent service delivery
- Knowledge and understanding of the principles of trauma treatment and trauma-informed care, harm reduction, and strengths-based substance abuse and mental health recovery
- Understanding of the dynamics of substance abuse, mental health issues, homelessness, interpersonal violence, and the impact on the family and child development
- Knowledge of community resources, with particular emphasis on state and federal benefit, family, vocational, educational and disability programs
- Experience in the provision of vocational training, assessment, counseling and coaching
- Specific knowledge of parenting, child development and related resources

Qualities

- Ability to work effectively in a rapidly changing, multi-task, crisis oriented environment
- Ability to work independently and as part of the team to ensure that the highest quality and most relevant aspects of the job and services are provided to clients
- Conduct relationships in such a way as to promote mutual respect, public respect, and improvement of services
- Must possess a valid New Mexico driver's license, a clean driving record, and proof of insurance; able and willing to travel locally as needed
- This position is subject to Criminal Background Check (post-offer)

Skills

- Computer literacy and comfort with Microsoft Office
- Excellent communication skills, particularly listening, mediation, and writing skills
- Strong attention to detail, well organized and a commitment to treating others with respect
- Ability to adhere to strict standards of confidentiality

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to sit for long periods of time. This position requires long periods of computer usage including typing and viewing a monitor. The employee frequently is required to use hands, fingers to handle and feel.

The employee must be able to lift and/or move up to 50 pounds. The employee must be able to participate in the physical labor of moving furniture and household items utilizing agency vehicles. Specific vision abilities required by this job may include close vision, distance vision, and depth perception. Speak and hear face-to-face.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

GENERAL STATEMENT OF DUTIES

Essential Functions

This list is not exhaustive and may be supplemented as necessary.

Clinical — 60% of time

1. Provide case management services including carrying a caseload as required by program needs, client orientation, crisis intervention and emergency services, ongoing psychosocial assessment, development of service/treatment plans in conjunction with appropriate staff members and client including discharge planning.
2. Screen clients for benefits, financial, legal, vocational, and family services needed. Refer clients to other support services as needed.
3. Identify housing resources for clients and ensure that housing meets all HUD requirements. Work with Housing Specialist regarding leases and teach clients to negotiate with landlords.
4. Support clients in fulfilling treatment plans and achieving goals. Ensure appropriate progress and re-evaluate goals with each client on a regular (minimum monthly) basis.
5. Visit clients at their homes a minimum of twice a month. Ensure that housing meets HUD standards on an on-going basis. Support follow up with maintenance and management regarding housing unit care and maintenance.
6. Coordinate with housing specialist client moves and track furniture that has been given to client by Crossroads.
7. Accompany clients to appointments as needed.
8. Assist clients in facilitating the removal of barriers to benefits.
9. Support the women in successfully adhering to program rules and expectations.
10. Provide clinical team with pertinent information necessary to provide the best possible services for each client.
11. Provide transportation to client as needed to facilitate service delivery.
12. Participate in weekly staff meetings and clinical case reviews.
13. Participate in on-call system for crisis services.
14. Establish and maintain case files, documents case progress of assigned clients through case notes and monthly reporting. Provides referrals and other related documents for the treatment of clients; prepares required documentation related to the clients care.
15. Prepare daily/monthly/quarterly/annual reports and documentation, as required to meet funding and agency requirements.

16. Maintain accurate records and other documentation of client care services and activities in accordance with agency standards including; case notes, client surveys and outcome data.

Family — 20% of time

1. Provide family support services for clients within the parameters of agency policies and procedures.
2. Provide home-based family assessments and determine needed services based on assessment outcomes.
3. Develop, implements, and provides individual and group parenting skills training to families.
4. Provide psycho-education related to parenting and co-occurring disorders, and other family issues as identified.
5. Intervene and advocates for the family with educational entities involved.
6. Consults with other agencies and care providers, as appropriate, to provide comprehensive treatment for clients served; makes clients referrals when indicated.
7. Acts as mandated reporter required by law.

Vocational — 20 % of time

1. Provide vocational services to clients including vocational assessment, counseling, plan development, placement, and support in maintaining employment and or educational placements.
2. Actively problem solve and coach clients who encounter challenges in areas such as employment, returning to school and understanding federal, state and disability benefits.
3. Assist clients in exploring their vocational options; work to decrease or eliminate obstacles to gainful employment, trainings or returning to school.
4. Participate in development of service plan including the development of on-going goals and objectives relating to financial, vocational and educational needs of clients.
5. Develop expertise in accessing other vocational programs and services in the community, interact with those agencies, and develop contacts and/or protocols for effectively working with other agencies.
6. Maintain accurate documentation systems/data base which assures compliance with program process, objectives and reporting.

Other Functions

1. Attend community meetings and committees on behalf of and in support of Crossroads as assigned by the Clinical Director or the Executive Director.
2. Participate in agency-wide meetings, trainings, events, and initiatives.
3. Assume other responsibilities as assigned.

Crossroads for Women is an Equal Opportunity Employer. If interested, please email your resume, cover letter, and three professional references to: employment@crossroadsabq.org or send the same to Crossroads for Women, Attn: Employment, 805 Tijeras NW, Albuquerque, NM 87102.