



Job Title: Case Manager
Department: The Pavilions
Supervisor: Program Director – The Pavilions
Location: The Pavilions – 735 Don Pasqual Rd NW, Los Lunas, NM 87031
Pay Range: \$32,000 - \$38,000 (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 AND THE PAVILIONS

Crossroads for Women works to break destructive cycles and support women to build their lives. The Pavilions, a therapeutic community in Valencia County, 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 Program 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.

REQUIREMENTS

Education

- Bachelor's degree in social work or related field and at least two years of related experience

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
- Must possess ability to follow through with guidelines set forth in the Prison Rape Elimination Act (PREA)
- 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 40 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. Work from a client-centered, trauma-informed and harm reduction based model.
3. Screen clients for benefits, financial, legal, vocational, and family services needed. Refer clients to other support services as needed.
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. Accompany clients to appointments as needed.
6. Assist clients in facilitating the removal of barriers to benefits.
7. Support the women in successfully adhering to program rules and expectations.
8. Provide clinical team with pertinent information necessary to provide the best possible services for each client.
9. Provide transportation to client as needed to facilitate service delivery.
10. Participate in weekly staff meetings and clinical case reviews.
11. Participate in on-call system for crisis services.
12. 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.
13. Prepare daily/monthly/quarterly/annual reports and documentation, as required to meet funding and agency requirements.
14. 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.

Administrative – 35% of time

1. Ensure the maintenance of case files, referrals and other related documents for the treatment of clients. Ensuring compliance with agency requirements and meet or exceed state, federal or agency clinical standards.
2. Maintain up-to-date client emergency contact list and release forms.
3. Prepare daily/monthly/quarterly/annual reports and documentation as required and in a timely fashion to meet funding and agency requirements.
4. 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.
5. Abide by confidentiality standards required by Crossroads, State and Federal statutes.

Other – 5% of time

1. Attend community meetings and committees on behalf of and in support of Crossroads as assigned by the Program 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.