



Job Description

TITLE: Case Manager – Adult Detention Center (RISE Grant-funded)	JOB CODE: 3852
DEPARTMENT: Behavioral Health Services	FLSA: Non-Exempt
PREPARED: November 2005	LOCATION: Farmington, NM
UPDATED: June 29, 2021	

Summary: Under general supervision, assists individuals with court-ordered requirements and agreed upon conditions of this voluntary program. This position will work primarily with non-MCO clients but will collaborate with MCO's to ensure that all RISE participants are getting specific needs met for behavioral health, substance abuse, and other needs for success in re-entry. Works with client for first 2 weeks after re-entry. Creates a warm hand-off between client and providers.

Essential Job Functions: *The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Confer with clients, legal representatives, families, other concerned persons; reviews documents pertaining to history of clients to conduct successful re-entry plans relating to client needs and requirements.
- Create with client a plan of support to assist client in successful re-entry, which can include appointments to mental health and substance abuse treatments, assessments and follow-ups, assistance finding shelter, Medicaid enrollment (if eligible), connections to Comprehensive Community Support Agencies, assistance obtaining ID's or birth certificates, and assistance making transportation plans.
- Informs client of requirements related to mandatory activities.
- Utilizes the department computer to prepare spreadsheets tracking statistics specific to the RISE program, including recidivism and training statistics.
- Collaborate with Grant Manager in reporting the tracked statistics and data.
- May pick up client prescriptions from the pharmacy as needed in a timely manner.
- Handle sensitive and confidential data and ensure the quality and integrity of all information produced.
- Perform other related duties as assigned.

Required Knowledge and Skills:

- Knowledge of the principles and procedures of Jail-Based Treatment Programs.
- Knowledge of County policies and procedures.
- Skill in reading and interpreting documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Skill in maintaining records and preparing reports and correspondence.
- Skill in solving practical problems and in dealing with stressful situations.
- Skill in interpreting a variety of instructions furnished in written, oral, diagram, or schedule form.
- Skill in following and effectively communicating verbal and written instructions.
- Skill in working independently or as a team member.
- Skill in communicating effectively, both orally and in writing.
- Skill in establishing and maintaining effective working relationships with elected officials, County staff, and the general public.

Job Description

Case Manager

- Ability to handle sensitive and confidential data, evidence, and/or material; ensures the quality and integrity of all evidence and/or material handled Skill in the use of a personal computer and standard business software.

Education and Experience:

- College courses in a human service field and minimum of three years (3) relevant work experience; or equivalent combination of education and work experience.
- Bachelor's degree in a human service field from an accredited university, preferred.
- Licensed Substance Abuse Associate, preferred.
- Addiction Treatment/Chemical Dependency experience; at least one year of demonstrated active recovery from substance abuse and/or mental illness treatment plan, preferred.
- Must pass a comprehensive criminal background check.
- Valid State of New Mexico Driver's license with a good driving record or able to obtain within six (6) months of employment.

Environmental Factors and Conditions/Physical Requirements:

- Work is performed in an office environment; may be subject to repetitive motion such as typing, data entry and vision to monitor; may be subject to extended periods of intense concentration in the review of documents and reports.
- Requires working in a detention/treatment environment; frequently exposed to outside weather conditions. The noise level in the work environment is usually moderate.
- Full-time work hours for this position consist of non-traditional hours, such as weekends, evenings, and/or overtime as a requirement for the operations of this facility.
- Work schedule for this position may include working on religious holidays.
- Utilize, process, and navigate the County's electronic ERP system as necessary and appropriate based on the needs and requirements of this position.

Equipment and Tools Utilized:

- Equipment utilized includes computerized and conventional office equipment.

Approvals:

Employee:

Date:

Supervisor

Date:

Department Head:

Date:
