



## Job Description

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<b>TITLE:</b> Case Manager – Adult Detention Center (BHIZ Grant-funded)	<b>JOB CODE:</b> 3853
<b>DEPARTMENT:</b> Behavioral Health Services	<b>FLSA:</b> Non-Exempt
<b>PREPARED:</b> March 22, 2022	<b>LOCATION:</b> Farmington, NM
<b>UPDATED:</b>	

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**Summary:** Under general supervision, assist Mental Wellness Resource Center (MWRC) clients with making connections to community resources. Coordinate and facilitate with navigating multiple community systems, understanding processes, and communicate client needs to a variety of agencies and follow-up accordingly.

**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, providers, and organizations to facilitate connections and empower self-directed wellness plans.
- Experienced and knowledgeable of practice and skills needed to maintain recovery from substance abuse and mental health issues.
- Create with client a plan of support to assist in meeting requirements and wellness goals, which can include appointments to mental health and substance abuse treatments, assessments, and follow-ups, assistance in finding shelter, Medicaid enrollment (if eligible), connection to Comprehensive Community Support agencies, assistance obtaining ID's or birth certificate and assistance making transportation plans.
- Act as the client's advocate as it relates to connections and navigating systems.
- Assist clients with necessary application process and document acquisitions.
- Guide client with compliance to requirements of assistance programs and other mandated activities.
- Skilled in coaching client to develop a network of support.
- Able to create a warm handoff to providers.
- Able to create collaborative and informative relationships within the Navajo Nation provider and resource network; assist in connections to culturally appropriate options.
- Utilize the department computer to prepare internal and external reports in a timely manner; meet deadlines and manage time efficiently.
- Teach Life Skills either individually or in a group.
- Provide occasional transportation for clients when no other transportation options are available.
- Utilize the department computer to prepare spreadsheets tracking statistics specific to the BHIZ program, including recidivism and training statistics
- Collaborate with Grant Manager in reporting the tracked statistics and data.
- 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 community resources or how to find needed resources.
- Knowledge of County policies and procedures.
- Knowledge of Navajo cultural practices and beliefs.
- Skill in reading and interpreting documents such as safety rules, operating and maintenance instructions, and procedure manuals.

## Job Description

### Case Manager-BHIZ Grant

- 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.
- 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.
- Lived experience in either substance abuse or mental health recovery.
- 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.
- 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.
- Can safely operate County vehicle.

#### Approvals:

Employee:	_____	Date:	_____
Supervisor	_____	Date:	_____
Department Head:	_____	Date:	_____