

POSITION TITLE: Combined Role as Listed
Lead Case Manager - 50%;
Clinician (LSAA, LADAC, LMSW, LCSW) – 50% **Classification:** Full-Time

Hiring Range: Commensurate with Experience **FLSA Status:** Exempt

SUPERVISED BY: Program Manager **Location:** Albuquerque, NM

SUMMARY: *This is a dual role position that enables the right person to provide both counseling support and case management activities for the position listed above.*

The **Lead Case Manager (LCM)** is responsible for providing client-based case management and supportive services to Veteran households who are homeless or at-risk of becoming homeless. This includes delivery of various housing modalities that apply the Housing First model to homeless prevention. This may include completing home visits for habitability standards, conducting staff observations to ensure a high level of service delivery is being provided; auditing case files for accuracy and programmatic compliance, and writing evaluations IAW company policies and procedures. The LCM will also perform highly complex analysis of programmatic outcomes, supporting the Program Manager in their reporting responsibilities, including tracking and evaluation of Key Performance Indicators (KPI) of success used by the organization. The LCM is responsible for providing guidance, support, and mentorship to assigned case managers and other staff, as well as assuming the role of Program Manager in their absence.

The **Clinician** is a unique position that helps provide clinical substance use case management services to Residents of a transitional housing program supporting previously homeless Veterans and their families. You will conduct client orientation and validated risk and needs assessments to promote the reduction of future substance use events. You will develop a case plan based on assessment results and client input that focuses on participant risk reduction. You will identify high-risk situations in which an individual is vulnerable to relapse and to use both cognitive and behavioral coping strategies to prevent future relapses in similar situations. Specific interventions may include identifying specific high-risk situations for each client and enhancing the client's skills for coping with those situations, increasing the client's self-efficacy, managing lapses, and restructuring the client's perceptions of the relapse process. The right professional will provide individual, group, and/or family counseling in a manner that respects each client's individual characteristics, needs and preferences. May perform other related duties as assigned.

ESSENTIAL JOB FUNCTIONS:

LEAD CASE MANAGER:

On-Boarding, Peer Mentoring, & Technical Assistance: Assist Program Manager (PM) with staff orientation and training, assist in team meetings, assist in identification of training needs to meet competencies and Key Performance Indicators (KPI) of success. Provide coaching and mentoring support to new case managers. Document coaching, provide feedback to the PM and provide technical assistance as requested

Advocacy & Mediation: Provide advocacy as needed for court appointments, landlord/tenant negotiation, conflict resolution, payment of rent/utility arrears, and obtaining needed resources. Resolve conflicts among staff amicably and document results, as needed.

Documentation: Includes ongoing assessment, progress, accomplishments, challenges, barriers, housing stability, eligibility recertification, discharge planning, and follow up. Complete supervisory review of client files monthly, and ensure appropriate exit and closeout procedures are followed and within the programmatic standard timelines

Outreach and Engagement: Engage and build rapport with Veteran households. Work with Outreach Team to identify locations frequented by homeless Veterans and coordinate targeted outreach with all staff, as required. Ensure time conducting outreach will increase when goals are not met or case load size is low

Continuum of Care & Community Coordination: Attend and represent the organization at assigned meetings, CoC meetings/subcommittees, coalitions, conferences, planning meetings, or task forces. Participate in community coordination efforts for Coordinated Entry System (CES), coordinated outreach, diversion, prioritization, master list, and coordination with community partners, including VA Medical Centers, Veteran-serving organizations (VSOs), and other community resources

Continuous Quality Improvement: Participate in case reviews and progress updates in team meetings. Submit monthly caseload summaries to include pending screenings, intakes, exits, and re-certifications. Track/report unmet needs of Veterans. Participate in program review of consumer and community resource feedback. Assist Veterans in signing up for on-line satisfaction or internal surveys, as applicable

CLINICIAN: *May accept an LMSW provided willing or currently working on licensure to LCSW or similar credentials*

Oversees clinical program activities and evaluate the effectiveness of treatment programs. Plan, develop, and conduct seminars, workshops, and specialized training in areas of treatment and prevention for Residents, case management staff and other faculty. Provide clinical case management activities that include, but not limited to, reviewing clinical files, maintaining, and monitoring confidentiality to ensure compliance with prevailing regulations, policy, procedure, contract requirements, and licensing standards. Refer clients to the Veterans Administration and other certified mental health and alcohol and drug programs for evaluations and recommended services and or treatment, as applicable. To the extent possible, work with client families and other support persons to assist clients in developing the skills to acquire and maintain positive social relationships. Conduct case management meetings with clients to reduce risk and criminogenic needs. Engage in pro-social modeling in all interactions with the client and in work-related functions. Document all interaction with (and regarding) clients in each client's record in accordance with agency policy. Provide treatment in a manner that reflects knowledge of a range of treatment interventions and methods and demonstrates that knowledge through documentation of those interventions and methods in the client record of the patient. Provide general case management services and support to previously homeless Veteran families. Conduct drug and alcohol screens for clients, as required. ***Annual license or recertification fee and \$350 reimbursement toward annual CEU requirements available.*** Other related duties as assigned

*Preference given to eligible Veterans and Immediate Veteran Family Members
NMVIC is an Equal Opportunity Employer*

Minimum Qualifications	Master's Degree in a field that enables you to obtain or retain State of NM licensure requirements for a clinician
	Two (2) to four (4) years of substance use or addiction counseling
	Three (3) or more years of successful case management experience and outcomes
	Formalized training in behavioral health challenges including mental illness, domestic violence, & addictive behaviors
	Currently licensed clinician in one of the required fields, as listed in Position Title, or able to obtain State of NM Licensure within 90 days of hire
	<i>* Combination of education and experience may be substituted at discretion of hiring</i>
Preferred Skills	Licensed Clinician by the State of NM with experience helping vulnerable populations
	Two (2) or more years of supervisory experience with a team of at least three (3) employees providing services to vulnerable populations
	Five (5) or more years of documented, successful case management experience working with Veterans, homeless individuals or those suffering from mental illness
	Five (5) or more years of progressive experience in addictions counseling
KNOWLEDGE, SKILLS & ABILITIES	
Client-Focused	<ul style="list-style-type: none"> • Provide ongoing case management support to staff enabling clients to obtain benefits and develop effective stability plans • Compassion and non-judgmental approaches to providing services and making recommendations for improvements, as needed
Judgment and Decision Making	<ul style="list-style-type: none"> • Use evidence-based decisions when solving complex problems & concerns • Apply ethical, honest and logical judgment when working with clients and team • Develop sound decisions to advise the Program Manager on matters pertaining to client and staff needs or changes that will improve performance
Communication	<ul style="list-style-type: none"> • Communicate effectively both orally and in writing • Apply harm reduction methodology to solving problems with clients • Provide Program Manager with recommendations regarding incentives, sanctions,
Technical Skills	<ul style="list-style-type: none"> • Provide individual & group counseling, client education strategies to promote sobriety and avoid problems related to substance use, & transition services • Use knowledge of clinical diagnostic methods & principles to assess and develop appropriate treatment plans to address multiple needs of the client
Teamwork	<ul style="list-style-type: none"> • Demonstrate tolerance, patience, flexibility, and the ability to work independently, and as a part of a team, to solve problems and achieve programmatic goals • Manage increased workload and provide support to team members when needed
PHYSICAL REQUIREMENTS	
Constant	Work with Veterans suffering from mental health and substance use disorders
Frequent	Apply harm reduction, crisis intervention & de-escalation techniques, as needed
Frequent	Supervise staff and provide mentorship IAW program requirements
ADDITIONAL REQUIREMENTS	<ul style="list-style-type: none"> • Valid US Driver License, Proof of Current Insurance, Use of Reliable POV • Clean Motor Vehicle Driving Record – no more than 2 moving violations or license suspension in the past 3 years
	<i>* Criminal History does not automatically exclude applicant from potential hiring</i>
WORKING CONDITIONS	Indoor: 80% - Office environment Outdoor: 20% - All weather conditions and temperatures