

POSITION TITLE:

Health/Behavioral Services Case Manager

Hiring Range: \$22.00/hr. to \$26.00 /hr.**SUPERVISED BY:** Program Director**Classification:** Full or Part-Time**FLSA Status:** Non-Exempt**SUPERVISED BY:** Program Director**Location:** Albuquerque, NM**JOB SUMMARY:**

The Health/Behavioral Services Case Manager provides trauma-informed, person-centered, and strengths-based supportive services to Veterans, individuals, and families experiencing homelessness. Operating within the Rapid Rehousing (RRH) model and aligned with Housing First principles, this role focuses on behavioral health stabilization, relapse prevention, and long-term housing retention. The Case Manager conducts biopsychosocial assessments and collaborates with clients to develop individualized service plans that address mental health, substance use, and other behavioral health needs. These plans emphasize risk reduction and equip clients with cognitive and behavioral coping strategies to manage high-risk situations, prevent relapse, and build self-efficacy. This position delivers individual, group, and family counseling tailored to each client's unique needs and preferences. The HBS Case Manager also facilitates access to mental health, substance use, and primary care services by coordinating with internal teams and external providers. They support clients in navigating Medicaid and third-party insurance systems to ensure continuity of care. In addition to direct service delivery, the HBS Case Manager contributes to team-based care, provides training on evidence-based practices such as Motivational Interviewing, Harm Reduction, and trauma-informed care, and participates in interdisciplinary collaboration to promote client stability and program success.

ESSENTIAL FUNCTIONS:

- Conduct biopsychosocial assessments and collaborate with clients to develop individualized Housing Stabilization Plans (IHSPs) that address behavioral health needs and support housing retention.
- Provide direct supportive services, including individual, group, and family counseling, using evidence-based practices such as Motivational Interviewing, Harm Reduction, and trauma-informed care.
- Identify high-risk situations and equip clients with cognitive and behavioral coping strategies to prevent relapse, enhance self-efficacy, and promote long-term stability.
- Coordinate referrals and linkages to mental health, substance use, and primary care services, including partnerships with the Veterans Administration, Medicaid-covered providers, and other certified programs.
- Collaborate with case management and housing navigation teams to ensure integrated service delivery and smooth transitions into permanent housing.

- Facilitate workshops, seminars, and trainings for clients, staff, and community partners on behavioral health topics such as PTSD, suicide prevention, trauma, and substance use.
- Support clients and their families in developing healthy social relationships and life skills that contribute to housing stability and self-sufficiency.
- Maintain accurate and timely documentation of all client interactions, assessments, and service plans in accordance with agency policy and Homeless Management Information System (HMIS) requirements.
- Review clinical files to ensure compliance with confidentiality, licensing standards, and contract requirements.
- Provide monthly program progress reports to the Program Director and contribute to grant reporting as needed.
- Stay current on best practices in behavioral health and homelessness services, maintaining all required licenses and certifications in good standing.
- Participate in interdisciplinary team meetings, case conferences, and ongoing training to support coordinated care and continuous quality improvement.
- Perform other related duties as assigned to support the goals of the RRH program.

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

Minimum Qualifications	<ul style="list-style-type: none"> Bachelor's Degree in Social Work, Psychology, Counseling, Human Services, or a related field.
	<ul style="list-style-type: none"> Two (2) to four (4) years direct experience working with individuals dealing with behavioral health conditions, mental illness, or substance use disorders.
	<ul style="list-style-type: none"> Experience with homeless services and specific populations, such as veterans, survivors of domestic violence, and unhoused individuals.
	<i>* Combination of specific education, relevant experience, and critical soft skills will be considered.</i>
Preferred Skills	<ul style="list-style-type: none"> Licensed Clinician by the State of NM Boards and Commissions
	<ul style="list-style-type: none"> Five (5) or more years of progressive experience in addiction counseling
	<ul style="list-style-type: none"> Three (3) or more years of post-licensure individual and/or group counseling experience for persons suffering from addiction and/or co-occurring disorders
	<ul style="list-style-type: none"> Verifiable Experience working with veterans, individuals and family
KNOWLEDGE, SKILLS & ABILITIES	
Client-Focused	<ul style="list-style-type: none"> Promote a positive working environment by being objective and inclusive of all potential vulnerable populations being served Use a client-centered focus that involves 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"> Ability to work with a variety of departments and independently with limited supervision Provide the Program Director with recommendations regarding incentives, sanctions, therapeutic adjustments, graduation and other options to increase positive outcomes
Communication	<ul style="list-style-type: none"> Communicate effectively, both orally and in writing Represent the team and organization during community meetings and forums that can address the needs of the Veteran population in a positive manner Prepare written reports for the program team regarding client progress
Technical Skills	<ul style="list-style-type: none"> Provide individual and group counseling, client education strategies to avoid inappropriate substance use and health problems related to substance use, transition services, and services to address issue related to co-occurring mental illness Utilizes knowledge of clinical diagnostic methods and principles to assess patient status and acute needs
Teamwork	<ul style="list-style-type: none"> Participate in community meetings that use a collective approach to problem-solving Manage individual workload and provide support to team members when needed Develop multiple external recovery resources through collaboration with fellow counselors, investigation and awareness of external resources, and development of relationships with external resource providers that benefit each client
PHYSICAL REQUIREMENTS	
Constant	Work with veterans and individuals suffering from mental health and substance use disorders
Frequent	Able to apply crisis intervention and de-escalation techniques, as applicable
Occasional	Provide mentorship and life-skills education to individuals and their family members
Occasional	Able to travel statewide or nationally for training or professional development
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 variable temperatures