

POSITION TITLE: Case Manager I
Hiring Range: \$32,500 - \$40,825

Classification: Full-Time
FLSA Status: Exempt

SUPERVISED BY: Program Manager

Location: Albuquerque, NM

SUMMARY: Responsible for helping guide program participants and establishing effective goals, strategies and plans to increasing self-sufficiency and reintegration into society. Strong focus on solving complex social problems that affect homeless individuals including emotional, financial, mental health and employment-related issues. Develop positive action steps and measurable outcomes that follow the Housing First model to ending homelessness. Establish client goals based on appropriate resource utilization, client consensus, level of case management need and services required Integrate current best practices and common-sense thinking when providing case management services. Work individually, and as a team, to solve complex situations using a low-demand, person-centric model. Coordinate the integration of supportive services with external partners and other organizations. Maintain healthy boundaries with participants and staff while servicing high need, high barrier individuals. Conducts written assessment on all potential veterans and their families, including screening for serious personal safety and mental health issues. Perform home visits, as needed, to ensure compliance and client safety. Refer and schedule clients to educational activities as needed including financial counseling, nutritional education and life skills.

ESSENTIAL JOB FUNCTIONS:

- Conduct outreach and engagement at homeless encampments, shelters, emergency departments, detoxification centers, jails, and other locations to locate & help at-risk and homeless Veterans
- Conduct psychosocial assessments and provides service coordination to a wide variety of individuals representing diverse, cultural, ethnic, religious and educational backgrounds
- Deliver on-going case management services and accurately document activities using approved client program plans and documents
- Demonstrate a working knowledge and understanding of client homelessness and apply appropriate risk stratification
- Provide reporting and analysis of clients and outcomes as part of effective performance management reporting
- Apply conflict and crisis mitigation techniques to deescalate difficult clients
- Meet with multi-disciplinary teams to develop effective team approaches to solving complex social issues and barriers to self-sufficiency
- Evening, weekends, and shift-work may be required (with advance notice)
- Perform other related duties as assigned

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

Minimum Qualifications	Bachelor's Degree
	Experience in community outreach with vulnerable populations
	Understanding of social service systems and assistance programs
	Training or knowledge in behavioral health challenges including mental illness, domestic violence, & addictive behaviors
	<i>* Combination of education and experience may be substituted at discretion of hiring authority</i>
Preferred Skills	Bi-Lingual a Plus
	Two (2) or more years of documented, successful case management experience working with Veterans, homeless individuals or those suffering from mental illness
	Experience working directly with the Veteran population
	Intermediate or advanced computer skills using MS Office and Windows OS
KNOWLEDGE, SKILLS & ABILITIES	
Client-Focused	<ul style="list-style-type: none"> • Empathize with individuals suffering from chronic long-term homeless issues including mental illness, psychosocial integration and substance use • Create a positive relationship of mutual understanding & adhere to plans & goals
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 • Appropriately evaluate client risks and develop effective plans to maintaining housing and long-term stability
Communication	<ul style="list-style-type: none"> • Communicate effectively both orally and in writing • Conduct professional presentations to groups, crowds and elected officials • Maintains positive work atmosphere by behaving and communicating in a manner that fosters good relationships with clients, co-workers and supervisors
Technical Skills	<ul style="list-style-type: none"> • Understand and apply the Housing First approach to homelessness • Promotes effective and efficient use of materials, human and financial resources • Apply a low demand model to problem-solving for high barrier individuals including criminal histories, mental illness or personality disorders
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 workload and provide support to team members when needed • Develop and maintain effective working relationships with community partners
PHYSICAL REQUIREMENTS	
Constant	Communicate with difficult clients and resolve conflict effectively
Frequent	Record information, personal data and interpret government documents
Frequent	Drive safely and recognize hazards
Occasional	Work in difficult weather and environments
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: 70% - Office environment Outdoor: 30% - All weather conditions & temperatures