

POSITION TITLE: Case Manager II
Hiring Range: \$38,950 - \$48,688

Classification: Full-Time
FLSA Status: Exempt

SUPERVISED BY: Lead Case Manager

Location: Albuquerque, NM

The Case Manager II should be able to demonstrate an expertise in all duties of a Case Manager I, as listed below, and the additional job functions for the CM II, as written.

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

CM II (In additional to the above)

- Assists Lead Case Manager (LCM) in supervision of staff, as directed
- Assists LCM in timely and accurate tracking and reporting of client information and Key Performance Indicators (KPI) of success
- Assumes responsibilities as LCM in their absence
- Conducts random quality control audits of assigned files, as directed by the LCM
- Coordinates with and oversees work performed by subcontractors, as needed
- Facilitates financial planning and life-skills classes for clients to enhance their ability to remain independent and self-sufficient
- Organizes and implements community-based projects related to housing stabilization and Veteran support, as assigned
- Provides resources, support, mentoring and training to assigned case management team members to ensure they are able to perform their duties and responsibilities in becoming high performers
- In collaboration with the Program Manager, assists the LCM in budget management and oversight of financial assistance provided to clients
- Regularly assigned difficult clients that require a higher level of care of specialized case management skills due to disability or mental deficiency

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

Minimum Qualifications	Bachelor's Degree in Social Work, Psychology, Counseling, or other related field
	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
	<i>* Combination of education & experience may substitute at discretion of hiring authority</i>
Preferred Skills	Master's Degree. Bi-Lingual a Plus
	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 successful outreach and engagement experience with elected officials, community providers and private companies / funders
	Certification in topics including substance use, mental health and crisis intervention
KNOWLEDGE, SKILLS & ABILITIES	
Client-Focused	<ul style="list-style-type: none"> • Conduct home visits to ensure compliance with programmatic goals and evaluate the need to additional life-skills training or education • Provides ongoing case management support by helping clients completing other benefit program applications including SSI/SSDI, TANF, and VA pension
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 • Conducts professional briefs to community partners, elected officials and other supporters to increase the VIC mission and objectives
Technical Skills	<ul style="list-style-type: none"> • Ensures supervisory work is completed in accordance with grant or contract agreements, and completes timely and accurate reporting as directed • Demonstrates expertise with evidenced-based case management techniques, including harm reduction, crisis intervention and motivational interviewing
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	Communicate with difficult clients and resolve conflict effectively
Frequent	Evaluate multiple data sets to make recommendations on process improvement and trends in service delivery
Frequent	Coordinate & lead teams in intensive outreach to homeless encampments and shelters
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