

BILINGUAL SPANISH CASE MANAGER/ HYBRID

POSITION PURPOSE:

Position provides skilled, dedicated, and passionate case management to support behavioral health clinicians by providing interim contact and support as needed, follow-up, resource navigation, and case management services to community members who are seeking services at AATPC.

Job Functions / Scope of Authority

ESSENTIAL JOB FUNCTIONS

- Make initial contact with clients to assist with paperwork and initial assessment
- Reviews reports by clinicians and provide a comprehensive needs assessment for all Medicaid clients
- Maintain, update, and ensure accuracy of the program's list of mental health, substance use, and other community-based resources
- Responsible for outreach referrals to assess needs, link to services, and coordination of care with internal and external service providers.
- Work closely and collaborate with clinicians responding to individuals experiencing a behavioral health crisis to ensure effective and efficient delivery of care coordination, resource navigation, intervention, and other case management services
- Responsible for documentation of all billed contact with appropriate procedure codes.
- Collects, processes and analyzes data and statistics to identify trends.
- Create reports and presentations related to these analyses.
- Develop and maintain effective relationships with other community professionals and maintain a working knowledge and database of available community services
- Assist in the development and maintenance of individualized protocols for clients identified as high utilizers, and communicate the protocols to the appropriate personnel
- Act as a client advocate and a liaison between internal and external providers, and community resources to integrate and coordinate services
- Make referrals to community based organizations and resources that are consistent with the identified needs in the plan of care or by the client
- Outreach and communicate with clients and their family members or support systems to determine what specific services are appropriate and facilitate connections to resources.
- Provide services that demonstrate cultural awareness and respect of cultural beliefs, customs, and norms.
- Complete assessments that collect in-depth information about a client's unique situation and functioning in order to identify their individual needs
- Assist or link clients with basic needs, such as housing, food, clothing, health care, legal services, vocational services, substance use treatment, and psychiatric services, including inpatient services
- Consistently meet service deadlines relating to responding to referrals and conducting case management

- Participate and contribute to meetings aimed at coordination of care for client.
- Travel as needed to respond to meetings and to clients in the field,
- Use of agency vehicle to pick up and return clients to appointments as needed, including those that are wheelchair bound.
- Maintain and manage accurate and timely clinical records and data collection and documentation as required by the Department and partnering agencies including the State of Colorado Office of Behavioral Health
- Collect, enter, organize, evaluate, retrieve, and analyze data through a variety of provided software systems
- Utilize clinical practice guidelines and Office of Behavioral Health, and Department of Regulatory Agencies guidelines and standards for appropriate service delivery
- Attend agency-required training, including training associated with skills such as driving, CPR, Cultural competency
- Maintain current best practices by attending training, conferences, and other opportunities for continuing education
- Other duties as assigned

ESSENTIAL KNOWLEDGE, SKILLS AND ABILITIES

- Expert ability to read, write, and speak English.
- Strong ability to exercise discretion and maintain a high level of confidentiality, tact, integrity, and ethics in dealing with sensitive matters.
- Ability to respond to and manage difficult or emotional situations with people in crisis and under stressful situations.
- Solid computer skills with ability to utilize software systems to manage data and create documents, spreadsheets, presentations and/or reports.
- Ability to communicate effectively both verbally and in written form
- Excellent interpersonal skills, the ability to work independently and as part of a team; collaborating with other internal and external teams
- Demonstrated ability for assessment, evaluation, and interpretation of behavioral health information, and care planning
- Knowledge of and familiarity with case management concepts, principles and strategies
- Possess a high level of understanding of community resources, treatment options, funding options and special programs
- Ability to enter data, analyze data statistically, and complete presentations and reports effectively communicating the results of the analyses
- Ability to operate computer-based software programs including proficiency in Word, Excel and PowerPoint and other computer based systems
- Have a working knowledge of and appropriately apply HIPAA compliance with regard to records and confidentiality

OTHER FUNCTIONS:

- Coordinate and schedule interns to allow for their observation of clinician job tasks
- Other duties as required.

—Employees are held accountable for all duties of this job—

SCOPE OF AUTHORITY:

Receives general supervision under the direction of the Executive Director. Plans own work and the work of others to meet defined work plans and objectives. Defined procedures cover most duties including, but not limited to, rules and procedures manual, operating guidelines, personnel rules and regulations, state, federal and municipal statutes, and emergency operations plan. Generally expected to deal with different and specialized situations.

Financial Accountability:

Has limited financial authority to make small purchases for basic client needs. Makes recommendations to a supervisor for budget allocations that pertain to the program for scheduling, training, office supplies, and equipment. Completes expenditures within authorized limits and completes reconciliation as required by the agency.

SUPERVISION EXERCISED:

No supervision exercised.

Working Environment / Qualifications

Working primarily at the Barking CAAT Ranch in Arvada, CO but also in the field driving clients and/or going to client homes to assist with completion of forms, etc. Employee may work 1 day/week remotely if wanted.

COMMUNICATION/WORKING RELATIONSHIPS:

Internal Contacts: Technicians, clerks, administrative staff, officers, sergeants, lieutenants, commanders, deputy chiefs, chief, and other Department and City employees.

External Contacts: General public, other police agencies, dispatchers, courts, district and city attorneys, fire personnel, medical personnel, community-based behavioral health resources, and victim advocates.

WORKING ENVIRONMENT/PHYSICAL ACTIVITIES:

The work environment and physical activities described here are representative of those an employee encounters while performing the essential functions of the job.

Work is primarily performed in an office and outdoor environment with moderate noise levels. Physical effort and activities include: Regular speaking and listening and use of hands. Frequent standing, walking, crouching, kneeling, and reaching. Visual acuity to operate machinery or perform tasks at arm length, to operate a motor vehicle and to make general

observations or inspections. Exposure to classroom environments, driving, physical agility for self-defense, and exposure to adverse weather conditions, physical confrontation, first aid, moving equipment. This position requires light physical work, lifting, pushing or pulling objects up to 40 pounds occasionally, and up to 20 pounds frequently.

Shifts may be variable and may include evening and weekend schedules.

MINIMUM REQUIRED QUALIFICATIONS (EDUCATION, LICENSE, TRAINING AND EXPERIENCE):

Bachelor's degree in social work, human services, psychology, or a similar field. Two (2) years of experience in supporting clients or case management, with experience in trauma and crisis intervention situations required. A Master's degree can be substituted for the experience requirement; experience may be substituted for the educational field requirement. Must be able to pass background check, polygraph examination, drug screen, and obtain security clearance (CJIS). Valid Colorado driver's license required.

PREFERRED QUALIFICATIONS

Experience working with moderate to severe and persistently mentally ill populations.

MATERIAL AND EQUIPMENT DIRECTLY USED:

Requires use of personal computer, cell phones, police radio, mobile data computer, and general office equipment. Microsoft Word, Internet, Google, PowerPoint, Excel, Insync software are used.

Note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job.

EQUAL OPPORTUNITY EMPLOYER

Vision Mission Values

AATPC is an Equal Employment Opportunity

Every employee is expected to perform his/her job to the highest professional standards. This includes upholding the agency values with integrity and accountability, acting in a manner that is respectful and inclusive towards others, and adhering to the agency's policy on employee conduct as detailed in the personnel rules.

SALARY: \$52,000 - \$59,000

Weekends and Evenings may be required