

Mental Health Association in Orange County, Inc.



- I. Title:** **Bilingual Case Aide – Position located in Middletown**
- II. Reports to:** Care Coordination Program Assistant Manager
- III. Job Objectives:**
- Provide support and assistance to Care Coordination Staff and to the Program Participants enrolled in Care Coordination Services
- Perform duties while actively promoting an environment consistent with MHA's Cultural Equity Policy and **WELCOME Orange.**
- IV. Qualifications:**
- Education:**
- A High School diploma (Bachelor's degree preferred)
- OR**
- A Credentialed Alcoholism and Substance Abuse Counselor (CASAC).
- Experience:**
- Two years of experience (an Associate's degree in a related field may substitute for one year's experience)
- EITHER**
- Providing direct services to persons diagnosed with mental disabilities, developmental disabilities, alcoholism or substance abuse;
- OR**
- Linking persons who have been diagnosed with mental disabilities, developmental disabilities, alcoholism or substance abuse to a broad range of services essential to successfully living in a community setting.
- Bilingual Spanish / English.
 - Effective written and oral communication skills.
 - Experience with Health Homes highly preferred.
 - Knowledge of Medicaid procedures highly preferred.
 - Experience with Electronic Health Record Program(s) required.
 - Experience working with Excel and Microsoft Word preferred.
 - Ability to work independently with minimal direct supervision.
 - Must be organized, self-motivated and have the ability to coordinate multiple tasks simultaneously.

- Ability to exercise sound judgment under crisis situations and to abide by regulations regarding confidentiality.
- Valid Driver's License and ability to drive with current driving record acceptable for agency insurance coverage.
- Must be clear and maintain an acceptable record under the Office of Mental Health (OMH) mandated criminal background check process.

V. Responsibilities:

- Attend bi-weekly Care Coordination team meetings.
- Attend trainings and meetings relevant to Health Homes and Health Home Plus.
- Assist with the delivery of care coordination services as outlined under Health Home Model for Care Coordination.
- Assist in ensuring that Care Management Staff are maintaining all client records electronically through Foothold Technology and GSI Electronic Record Keeping.
- Assist program participants by scheduling medical transportation and other trips for them.
- Provide assistance to program participants as they navigate and access community resources that address social determinants of health that include but is not limited to: trips to food pantries, exploring employment and education opportunities, and offering options for increased physical activities.
- Assist Intake and Outreach team in completing Intake Assessments when needed.
- Establish and maintain linkage with appropriate community agencies and service providers.
- Represent MHA at meetings, as necessary.

VI. Other Duties:

- In the spirit of teamwork, answer MHA's main office phone as needed.
- Participate in MHA's committees as needed.
- Duties outlined above are intended to describe the essential job functions, the general supplemental functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.

VII. Terms of employment/benefits:

- Non-Exempt.
- Forty (40) hours per week.
- Paid holidays, vacation, personal and sick leave according to MHA policy.

Please send letter of intent and resume to:

Human Resources

Mental Health Association in Orange County, Inc.

73 James P. Kelly Way

Middletown, NY 10940

or fax to (845) 343-9665

or email to mharecruiting@mhaorangeny.com