

Mental Health Association in Orange County, Inc.



I. Title: **Intake and Outreach Case Aide- Position located in Newburgh
JOB POSTING**

II. Reports to: Care Coordination Assistant Manager

III. Job Objectives:
Provide support and assistance to Senior Intake and Engagement Specialist, 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 preferred.
- 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.
- Assist with the delivery of care coordination services as outlined under Health Home Model for Care Coordination, as needed.
- Assist in ensuring that Care Management Staff are maintaining all client records electronically through Foothold Technology and GSI Electronic Record Keeping, including filing, and assisting with internal audits.
- Assist program participants by scheduling medical transportation and other trips for them and/or providing transportation.
- 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 the Senior Intake and Engagement Specialist in completing intake assessments, sending information letters, phone contacts, street contacts, researching referral locations, assisting with HARP reports, and maintaining referral lists by outreach and hiatus status.
- Assist new program participants with health home services until they are assigned a permanent care manager, as needed.
- Enter all referrals into the electronic health record, including GSI and AWARDS.
- Establish and maintain linkage with appropriate community agencies including but not limited to: service providers, managed care organizations, and the health home.
- Provide community agencies with presentations, in person or via zoom, on the services that Care coordination can provide.
- Communicate with liaisons from Garnet Health for Behavioral health and Emergency Department referrals and complete all necessary documentation for referral process.
- Conduct MAPP, PSYKES, CIN/EPACES reports, as needed.
- Collaborate with MHA's Compeer Homeless Program, Hudson House, and Senior Intake and Engagement Specialist to complete

street outreaches to the homeless population who may be in need of services.

- 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**